



London Borough  
of Hounslow

# Hounslow Pension Fund Employer's Forum

27 February 2025

10:30 to 12:00

**ONE  
HOUNSLOW**

# AGENDA

- 10:30 Welcome and housekeeping – Yvonne Thompson – Head of Pensions
- 10:40 Role of the Panel/Employer Rep Experience – John Wiffen, Employer Rep
- 10:50 Role of the Pension Board – Neil Mason, Chair of the Pension Board
- 11:00 Admissions/cessations and discretions - Marian Orrah, Technical Officer
- 11:10 West Yorkshire Pension Fund (WYPF) – Ammie McHugh - Scheme Administrator
- 11: 30 Valuation 2025 Preparation Explained – Barry McKay, Fund Actuary (BW)
- 11:50 Q and A
- 12:00 Thanks and closing followed by 121 sessions at employers' request
- 12:30 End

# Hounslow LGPS Pension Fund - Employers' Representative

John Wiffen

# Key Responsibilities:

- Representing Employer Interests
- Governance and Administration
- Financial Oversight
- Compliance
- Decision-Making
- Information Sharing
- Professional Development

# Specific Duties:

- Attend and Participate in Meetings
- Review and Approve Documents
- Oversight of Investment Strategy
- Monitor Performance
- Liaise with Stakeholders
- Promote Good Governance

# Additional Considerations:

Knowledge and Skills

Time Commitment

Confidentiality

Contact



**London Borough  
of Hounslow**

**THE HOUNSLOW  
LOCAL PENSIONS  
BOARD**

LOCAL PENSION BOARD INDEPENDENT CHAIR  
NEIL MASON

# Our Role

---

**ASSIST** the Council as the **ADMINISTERING AUTHORITY**

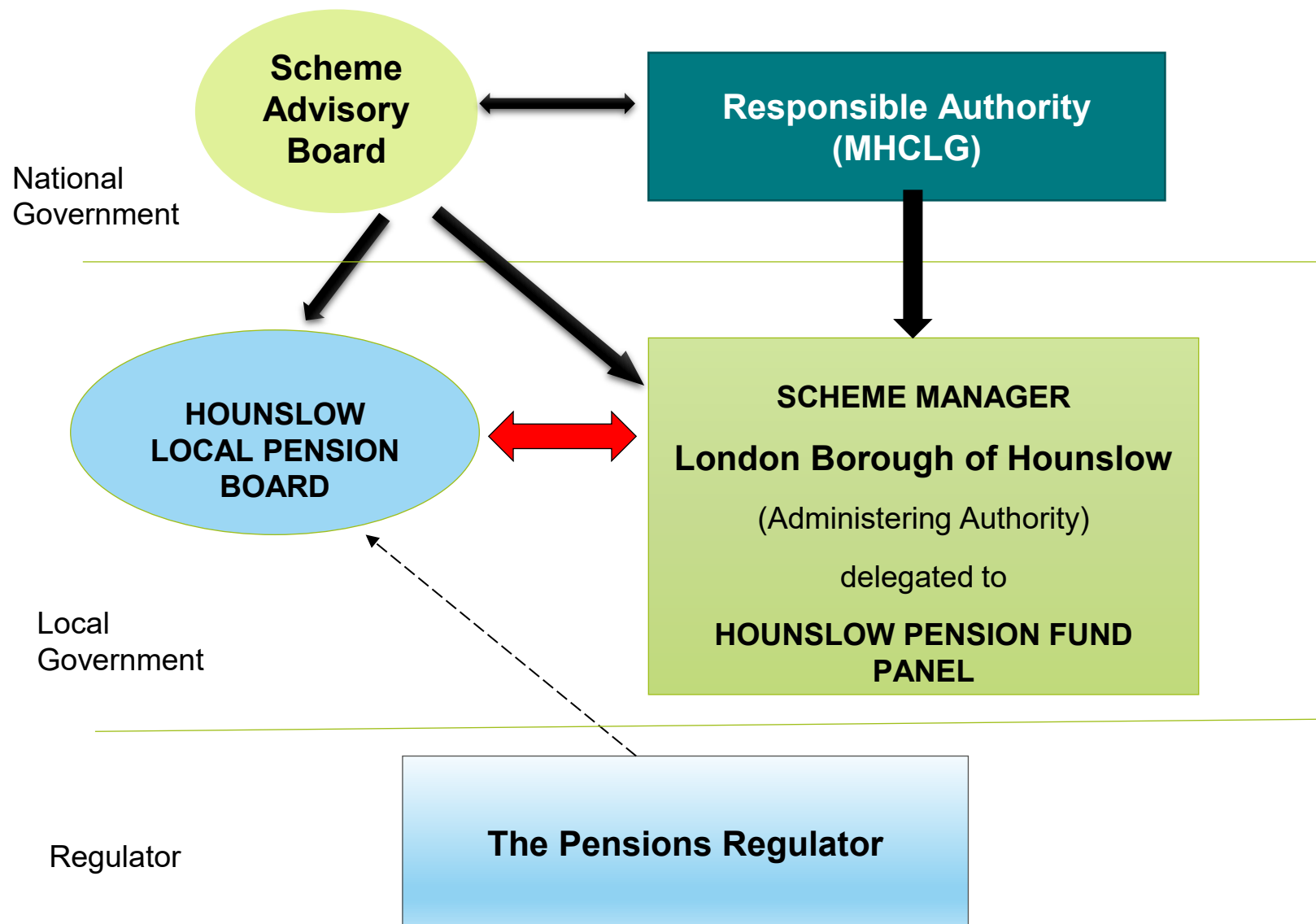
- Secure compliance with:
  - **scheme regulations**
  - **other legislation** relating to **governance and administration** scheme
  - **requirements** imposed by the **Pensions Regulator**
- And more generally ensure **effective and efficient governance and administration**

**AN OVERVIEW & SCRUTINY FUNCTION**



# Governance

---



# Members & Meetings

---

## **Board members**

- Neil Mason, Independent Chair
- Daniel Austin, Employer representative
- David Carlin, Employer representative
- Cllr Ranjit Gill, Employer representative
- Ben Tomlinson, Member representative (actives)
- William Cassell, Member representative (pensioners)

## **Meetings**

- Quarterly plus training meetings, workshops and courses

# Hounslow Pension Fund

Marian Orrah  
Specialist Pension Fund Officer

# 10 really famous people you probably didn't realise have lived in Hounslow.....



HUGH GRANT



VINCENT VAN  
GOGH



DAVID  
ATTENBOROUGH



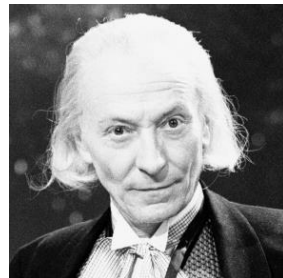
SOPHIE ELLIS  
BEXTER



PHIL COLLINS



MO FARAH



WILLIAM  
HARTNELL



PATSY KENSIT



FREDDIE  
MERCURY



JIMMY CARR

# Employer Admissions/Cessations

## 3 types of employers within the LGPS

- Scheduled Bodies – (Councils)
- Designated Bodies – (Schools, Academies, Higher Education etc)
- Admitted Bodies – (Charities, Contractors etc)

## Admissions:

- Process
- Admission Agreement
- Guarantor/Bond
- Returns/payments

## Cessations:

- Process
- Deficit value on cessation



**Cleaning**



**Catering**

# Employer Discretions

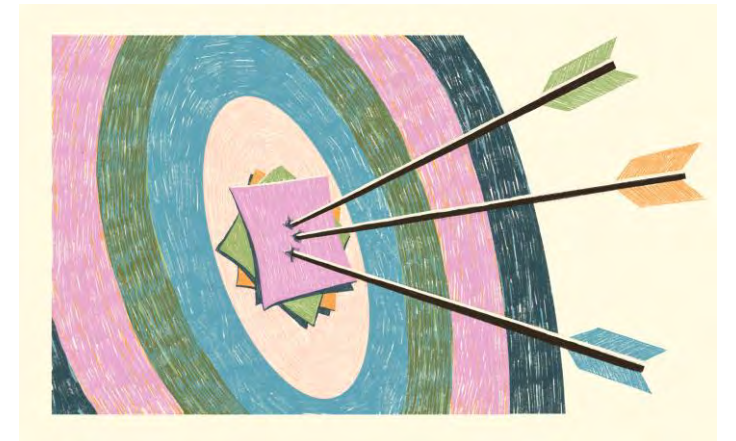
- Mandatory discretions must be published
- Use your discretions when making a decision
- Review your discretions regularly – at least every 3 years
  - When reviewed, send copies to:  
[pension@hounslow.gov.uk](mailto:pension@hounslow.gov.uk)  
AND  
[wypf.pfr@wypf.org.uk](mailto:wypf.pfr@wypf.org.uk)





## Data Quality

- Leaver Notifications – ensures members show on the correct status
- Outstanding email queries – enables outstanding benefit calculations to be completed
- Member address queries – ensures that any correspondence is sent to the correct person
- Benefits of clean data
  - More accurate valuation results
  - Accurate benefit payments
  - Pensions Dashboard



# Contributions – March 2025 – and ongoing

Things to remember.....

- Include Annual rate of pay – this is the full time equivalent for 52 weeks a year
- Return uploaded to WYPF by 17/04/2025
- Contributions paid by 17/04/2025
  
- Employer contribution rates will not change from April 2025
  
- New contribution bandings for members have been sent – please make sure they are applied from 01/04/2025
  
- Penalties for late payment or return uploads
  - 3 times in 12 months – Informal notice
  - 5 times in 12 months – Formal notice
  - 7 times in 12 months – Report to tPR

## APRIL 2025

SUN	MON	TUES	WED	THUR	FRI	SAT
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			





# WYPF Administration Update 2025

**Ammie Mchugh**

Employer Relations Manager

# Agenda



MC3



Pension Dashboard



Employer Contacts



WYPF Engagement



WYPF Digital update

# MC3

- MC3 100% on boarded for all LBH employers
- Thank you for your co operation!
- We want your feedback on our online employer services including MC3 – please complete survey that was sent 20 Feb if you haven't already



# MC3 Benefits



Reduce New records created in error



Less Blocks and Quarantines to action at Year End



Reduce Queries



Improve Data Quality



Improve Member experience



# Pension Dashboards

✓ Will show members all of their pension information online, securely and all in one place.

✓ Helps members keep track of all of their pension rights, not just their LGPS benefits

✓ Help to plan for retirement

**Connection deadline 31/10/2025**

To find out more: [UK Pensions Dashboards Programme | Homepage](#)



# Importance of clean data

- Make sure your employee data is up to date
- Review your exception reports each month
  - Hours changes
  - Address changes
  - New Starters
  - **Provide leaver forms!**
- Contact your PFR for assistance



# Your contacts



---

Who are they?

---

What do they do?

---

Are they the right people?

---

Do they understand their statutory responsibilities as well as the practical ones?

---

What procedure do you have in place for updating new contacts and removing old ones?

# Three 'main' employer contacts



Administration  
(aka Employer)



Finance



Strategic



# Strategic



We will contact them regarding:

- changes in regulations, policies and strategies (discretion policies and funding strategy statements etc.).
- internal disputes resolution procedure (IDRP) cases.
- the tri-annual valuation.
- **blocks and quarantine notifications.**

# Finance



Responsible for:

- **submitting monthly returns**
- related queries
- exception reports.

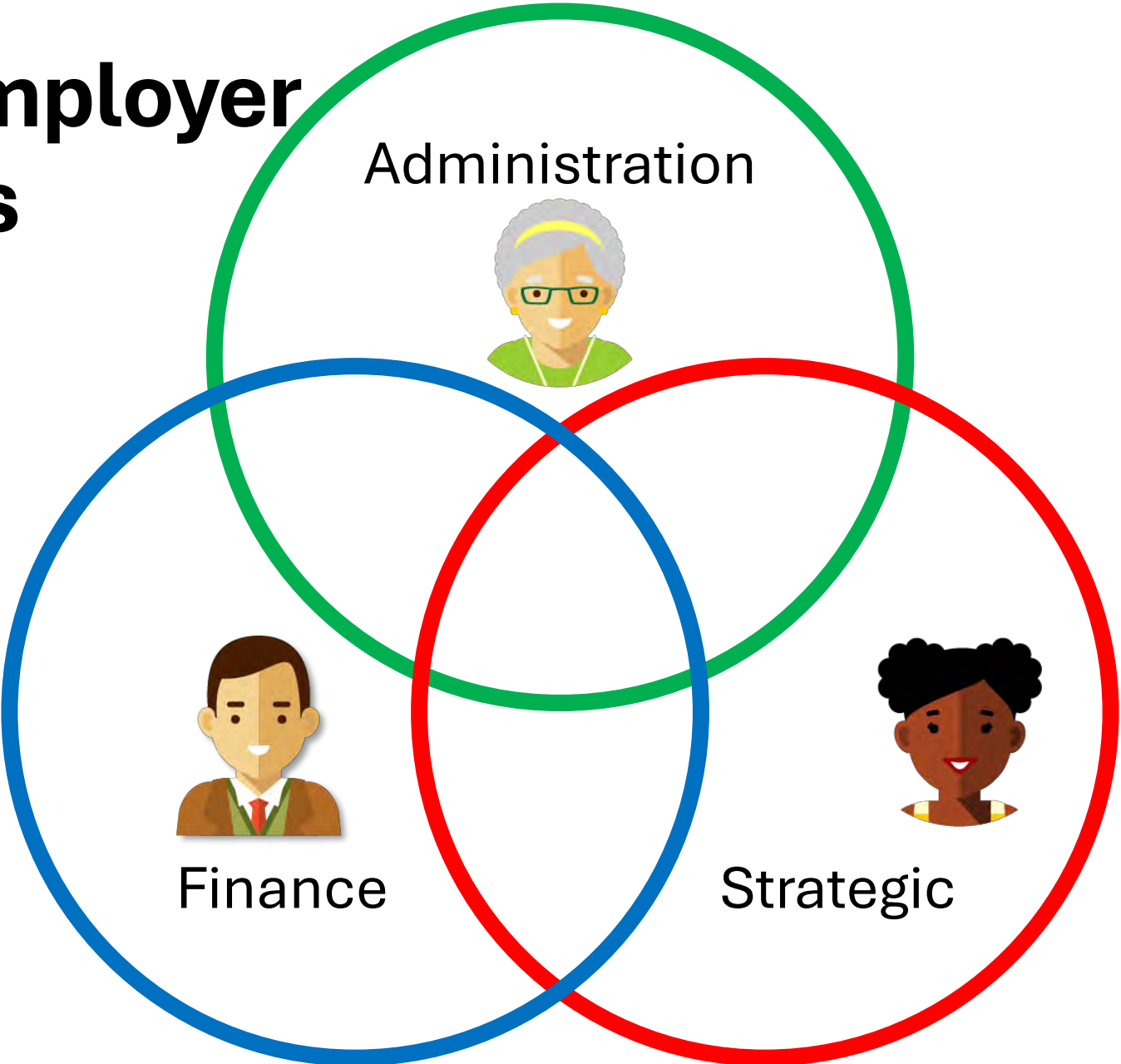
# Administration (aka Employer)



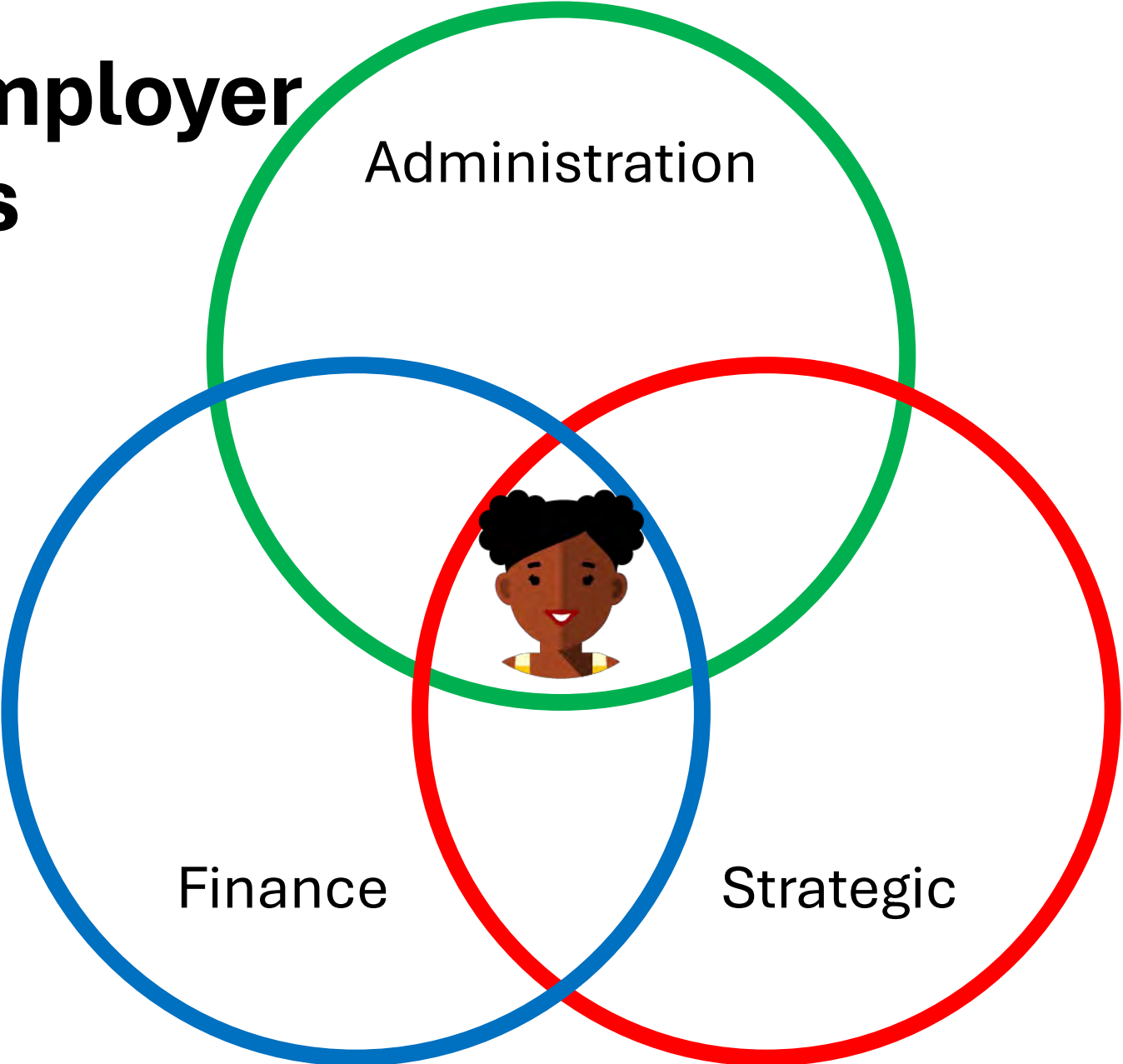
Deals with:

- general day-to-day WYPF administration
- provides notification of leavers and retirements, etc.
- answers queries about members' records.
- **blocks and quarantine notifications**
- **annual allowance pay requests and queries**

# Three employer contacts



# Three employer contacts



# Other contacts / authorised users

You can have as many additional contacts as you wish either at your organisation or the at the payroll provider, who will also have access to the system, and can reply to queries, request information etc.



# Third Party Payroll Administrator (TPPA)




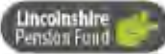
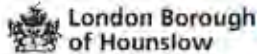

If your payroll provider is not the administration or finance contact, then we need details of a responsible person at that organisation if you want us to contact them directly.

Your payroll provider contact will have your authority to nominate other staff members at the provider to be given logins to our secure site to administer pensions on your behalf.

# Maintaining your contacts

- You must keep us updated about changes to main contacts and authorised users
- Send us a main contact and authorised user amendment form

Main Contact registration form (01/11)

Pension administration by West Yorkshire Pension Fund

### Main Contact and Authorised User Amendment form

<b>Client:</b> <i>**Please tick applicable**</i>	Barnet	<input type="checkbox"/>	Hounslow	<input type="checkbox"/>	Lincolnshire	<input type="checkbox"/>	WYPF	<input type="checkbox"/>	FRA	<input type="checkbox"/>
<b>Employer name</b> <i>**Please include all employer locations that apply**</i>										
<b>Employer Reference:</b> <i>**Please include all employer locations that apply**</i>										
<b>Employer address</b>										

**IMPORTANT:** read the notes below and the guidance note on [Managing your WYPF contacts](#) before completing this form in full. Return the signed form to [wypf.pfr@wypf.org.uk](mailto:wypf.pfr@wypf.org.uk)

**\*\*changes to Main Contacts (Strategic, Admin or Finance) please just type over existing contact details\*\***

MAIN CONTACTS					
Name	Phone Number	Email Address (individual)	Email Address (Mailbox)	ADD/REMOVE	Contact Type
			<b>**N/A**</b>	<b>**N/A**</b>	MAIN – STRATEGIC <i>**must be at employer/escalation point**</i>
				<b>**N/A**</b>	MAIN – ADMIN (day to day admin queries)
			<b>**N/A**</b>	<b>**N/A**</b>	MAIN – FINANCE (monthly Return)
			<b>**N/A**</b>	<b>**N/A**</b>	3 <sup>rd</sup> PAYROLL PROVIDER CONTACT – authorise additional payroll users

**\*\*To grant additional users at the Employer system access in addition to the main contacts please see overleaf and complete all required fields\*\***



# Maintaining your authorised users

Main contact registration July 2023

AUTHORISED EMPLOYER USERS (additional users granted System Access)			
Name	Phone Number	Email Address (individual) <b>**Direct individual email required**</b>	ADD/REMOVE

Signed (by current main contact at the employer) <b>**Users valid from date signed</b>	
Print Name	

# WYPF Engagement

- Employer engagement
- Member engagement



# Employer engagement

*Preparing for year end - [Book here](#)*

Topic	Date
Understanding CPP	6 <sup>th</sup> MARCH @ 2PM
Understanding APP	13 <sup>TH</sup> MARCH @ 2PM
Understanding Final Pay	20 MARCH @ 2PM
March return – Steps to Success	27 MARCH @ 2PM
Data for valuation and PDP	3 APRIL @ 2PM

# Employer Support / Training

- Training Tuesdays / Thursday's
- Slides/videos of previous series/topics can be found >>> [LGPS | employer training and events](#)
- Membership audits
- One to one meeting / training with your Employer Pension Fund Representative

[Employer contact us \(wypf.org.uk\)](#)

**Finola Middleton**



Employer Pension Fund Representative

Phone: **01274 432726**

Email: **[finola.middleton@wypf.org.uk](mailto:finola.middleton@wypf.org.uk)**

# EMPLOYER ENGAGEMENT

## FORUM 2025

[www.wypf.org.uk](http://www.wypf.org.uk)

FREE ONLINE EVENTS

[CLICK HERE TO BOOK](#)



GUEST SPEAKER – MY MONEY MATTERS

PENSIONS DASHBOARD PROGRAMME

EMPLOYER RELATIONS TEAM UPDATE

WYPF COMMUNICATIONS UPDATE



# Member Engagement – Affinity Connect



## Planning for a positive retirement

Are you considering retirement soon?



## Pensions and financial wellbeing

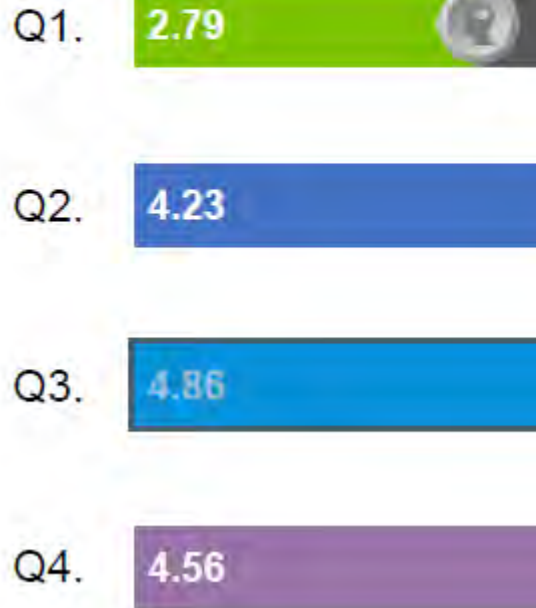
Need help planning your finances?



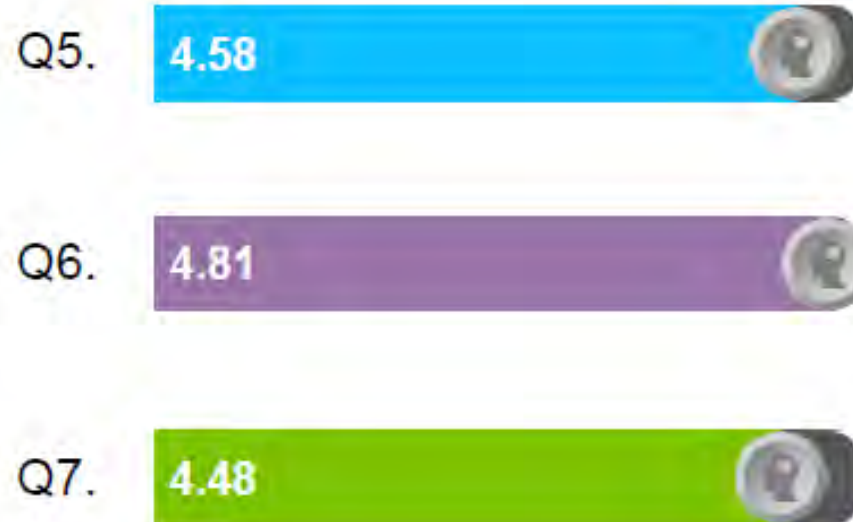
## Understanding pension tax allowances

Getting the most from your allowances?

# feedback – retirement (LGPS).



# feedback – retirement (LGPS).



*'The session covered sufficient detail of the subject.'*

*'I would recommend this session to a colleague.'*

*'I will take specific financial actions as a result of attending today.'*

# what members say...

“Presented the information in an easy to understand way.”

“A very valuable session that provided lots to consider.”

# course follow up results.

Attendees

762

Requested a follow up call

523

Requested to be kept informed

85

% follow up call requests

69%



# Member Engagement – 2025 dates

Multiple dates scheduled for 2025

You can use the marketing resources on our website to promote these courses to your members

You may wish to host a course that is exclusively for your employees, you can contact Affinity Connect direct to make arrangements. These can be hosted online or in person (subject to numbers)

[Charlie.Simmonds@affinityconnect.org](mailto:Charlie.Simmonds@affinityconnect.org)



**Marketing resources**

# WYPF digital

- a new website
- replacement of My Pension
- upcoming developments

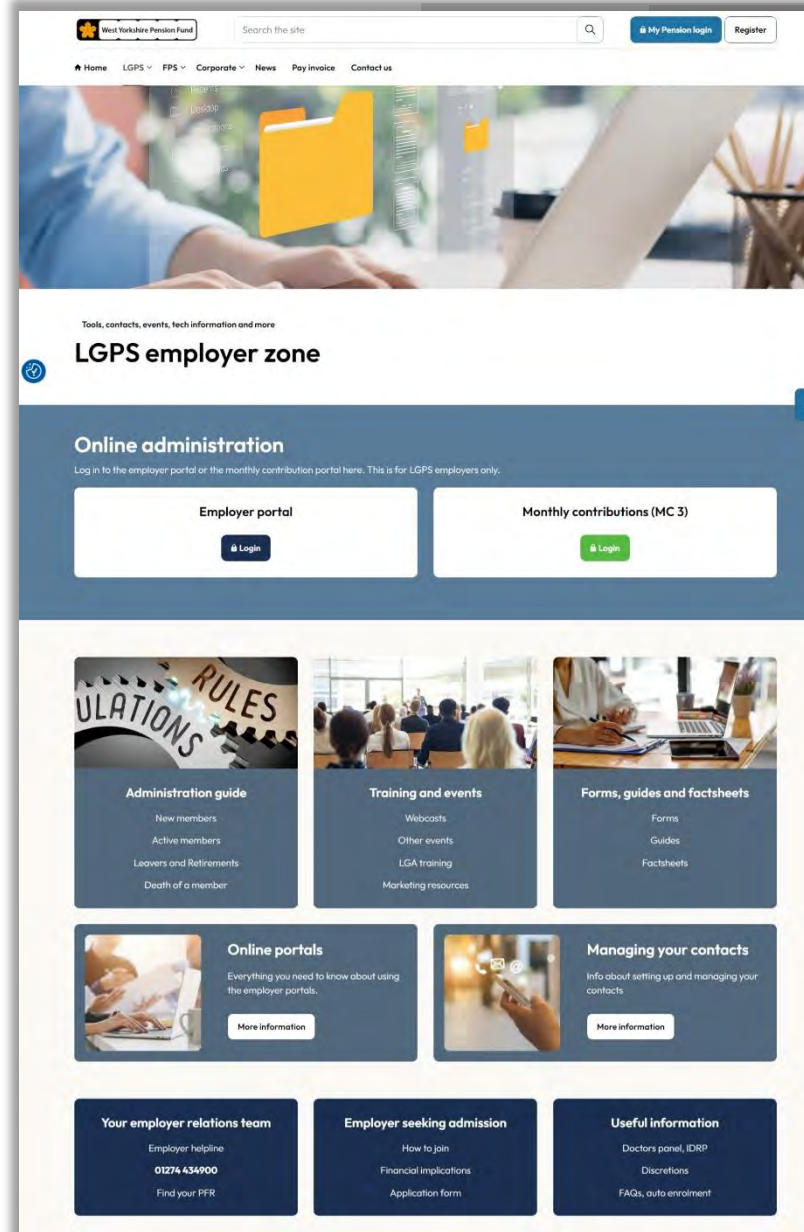
# The old website

- Confused imagery, layout & diversity
- 50% now on mobile
- Gaps in content, e.g. retirement, death of a loved one
- Full range of ages use the website
- Lots of information, but hard to find

The screenshot shows the homepage of a pension website. At the top, there are logos for West Yorkshire Pension Fund, Lincolnshire Pension Fund, London Borough of Hounslow, and BARNET LONDON BOROUGH. Below the logos is a navigation menu with links: Home, Contact us, Active, Deferred, Pensioner, Employers, myPENSION, and Search... A sidebar on the left lists various categories: A to Z, Administration, Auto Enrolment, Councillors, Events, Firefighters (highlighted in red), Investments, Job vacancies, McCloud/Sargeant Remedy, News, Newsletters, Participating employers, Pension Boards, Pension Dashboards, Policy, Pooling, Publications, Shared Service Pension Administration, Videos, and What do you think of our service?. The main content area is titled 'Home' and features a welcome message to members of the four pension funds. Below this is a grid of six content tiles: 'Active LGPS member' (with a photo of a couple), 'Firefighters' (with a photo of a firefighter), 'Run your own estimate' (with a keyboard background and a 'Find out more here' link), 'Pensioner member' (with a photo of an elderly woman), 'Your statement explained' (with a piggy bank icon), and 'Main news'. At the bottom, there are three more tiles: 'Events' (with 'ENGAGE with your LGPS PENSION' logo), 'The Shared Service' (with a 'SHARED ADMINISTRATION service' logo), and 'Deferred member' (with a photo of a young couple).

# Our new website

- Navigation based on **member and / or employer journey**
- Energising and positive imagery

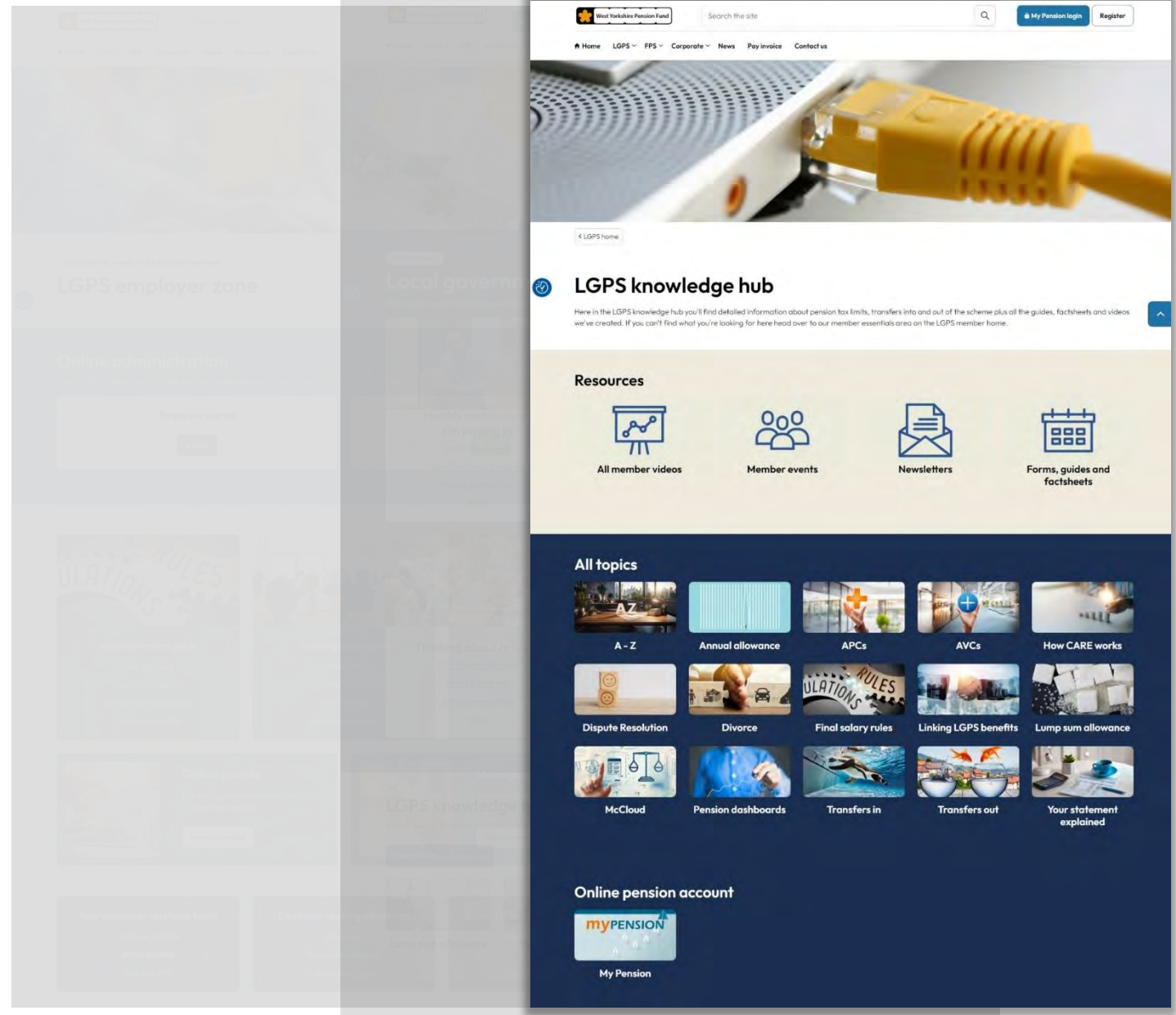




- Provide a good experience for **shared service** members and ability to link to own Councils website making a **coherent experience**
- Small screen native platform for visitors using mobiles and tablets



- Retained and added more information for members and employers
- Made logging in for members as easy as possible



# Replacing *My Pension*

## Pension account login

Enter your email address below and click log in to continue. During Log in you may need access to your mobile phone or registered email account to receive an authentication code.

Enter your email address

Enter your

[Forgot your password?](#)  
[New user?](#)



View My Documents

Hi Stuart

NET  
TROUGH

## Pension account registration

Registration introduction

Identify your account

Set your email

Set your mobile

Set your password

Welcome to My Pension that helps you manage your pension information and account details.

To set up your account, you need to identify yourself. Enter your National Insurance Number and date of birth.

When you're ready, click Next.

[Already have an account?](#)

Registration introduction

Identify your account

Set your email

Set your mobile

Set your password

## Identify your account

Fill in your National Insurance Number and date of birth below to set up your account.

National Insurance Number

Enter your National Insurance Number without spaces (e.g. QQ123456C).

Date of birth

dd/mm/yyyy

Enter your date of birth, e.g. DD-MM-YY.

[Already have an account?](#)

[Back](#)

[Next](#)



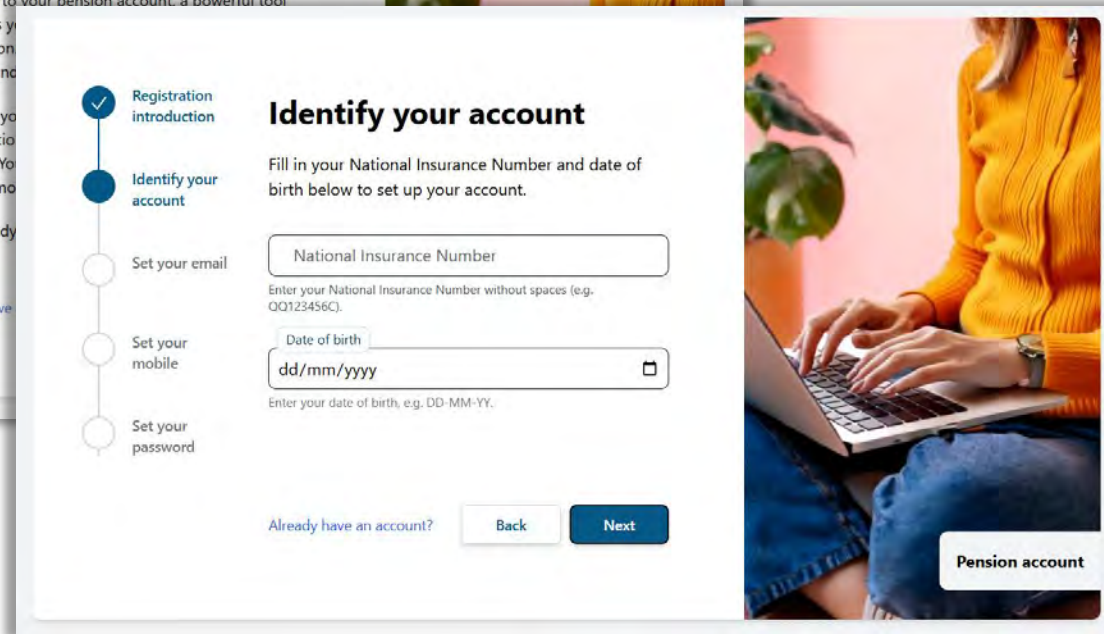
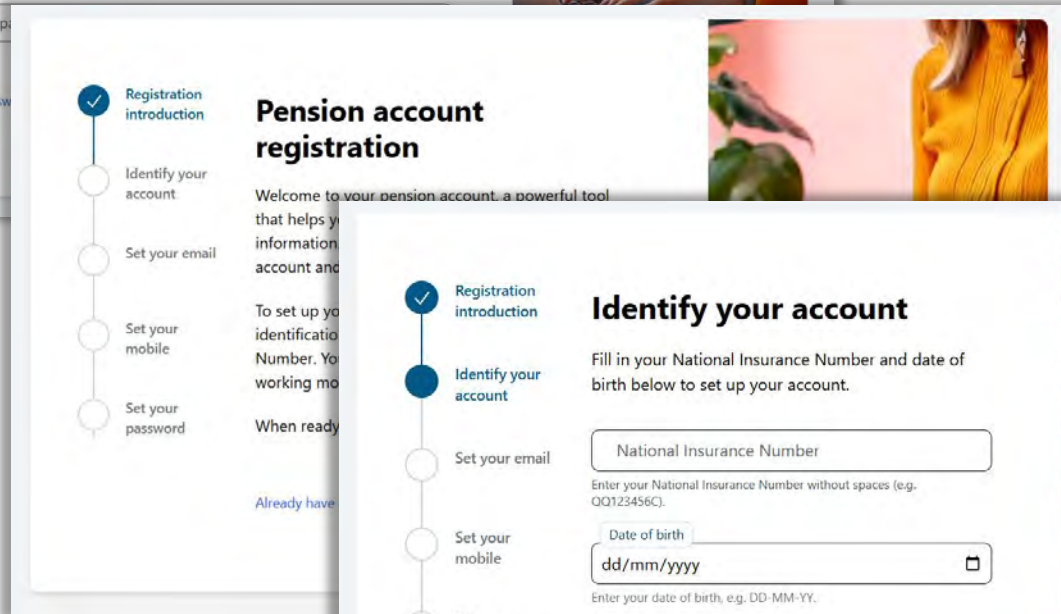
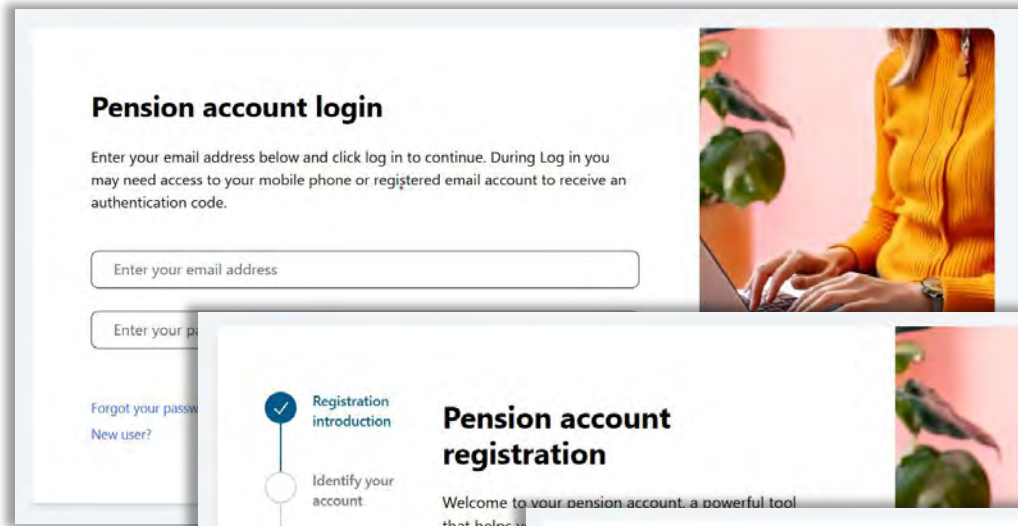
Pension account

myPENSION

Membership Details

West Yorkshire



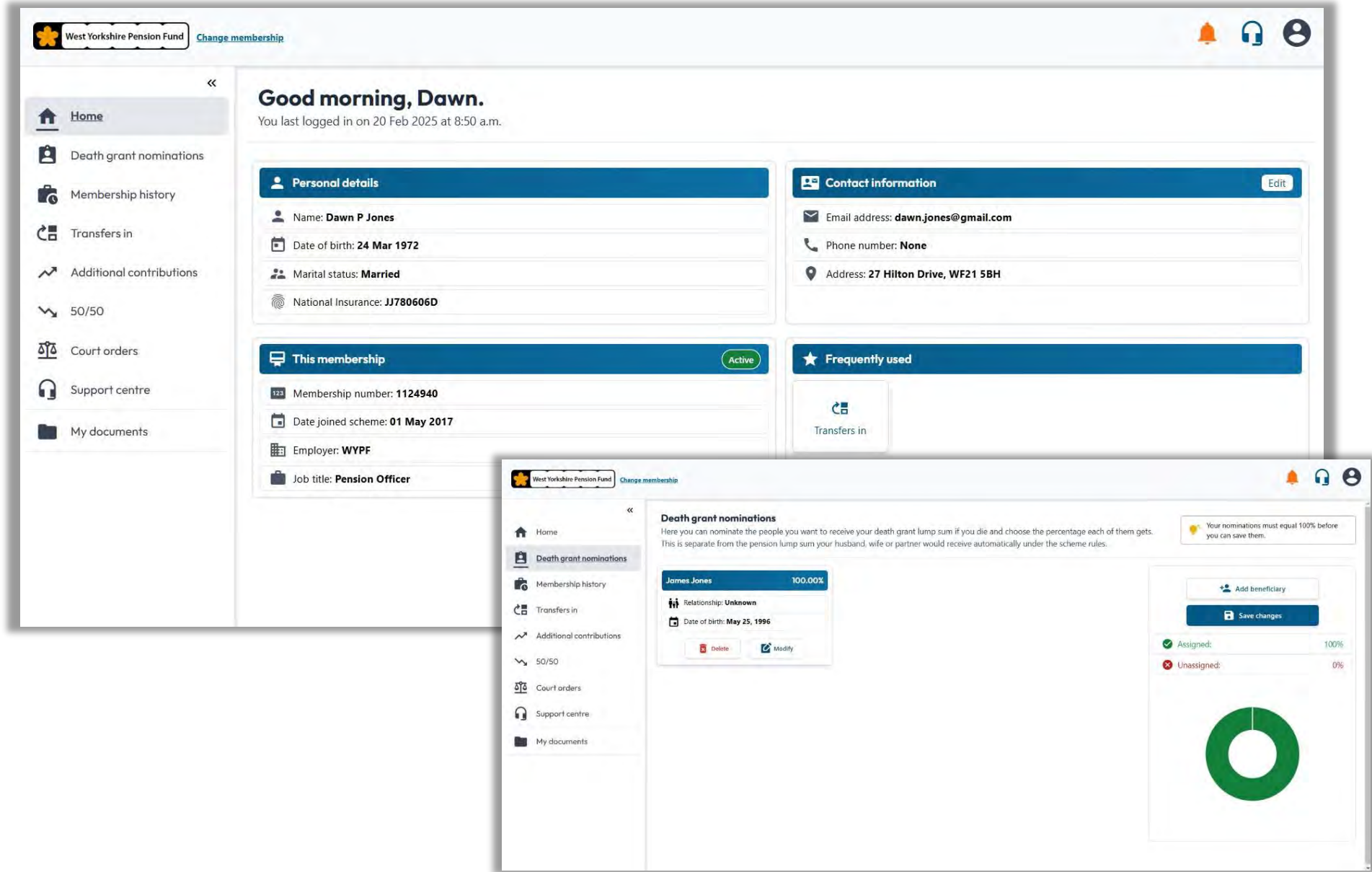


- Easier registration and login
- Two factor security (email/phone)
- Bright, clean, brand consistent design

- A user experience more similar and familiar to other online dashboard experiences
- Opportunity to add features in the future



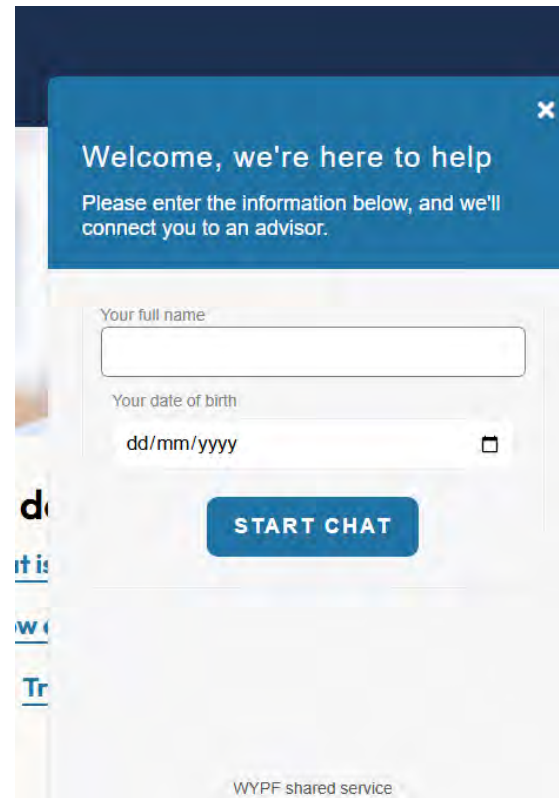
- Will release with same feature set as My Pension
- Going through external security testing currently
- Release softly planned for mid-2025
- Employer marketing toolkit will be available at that time



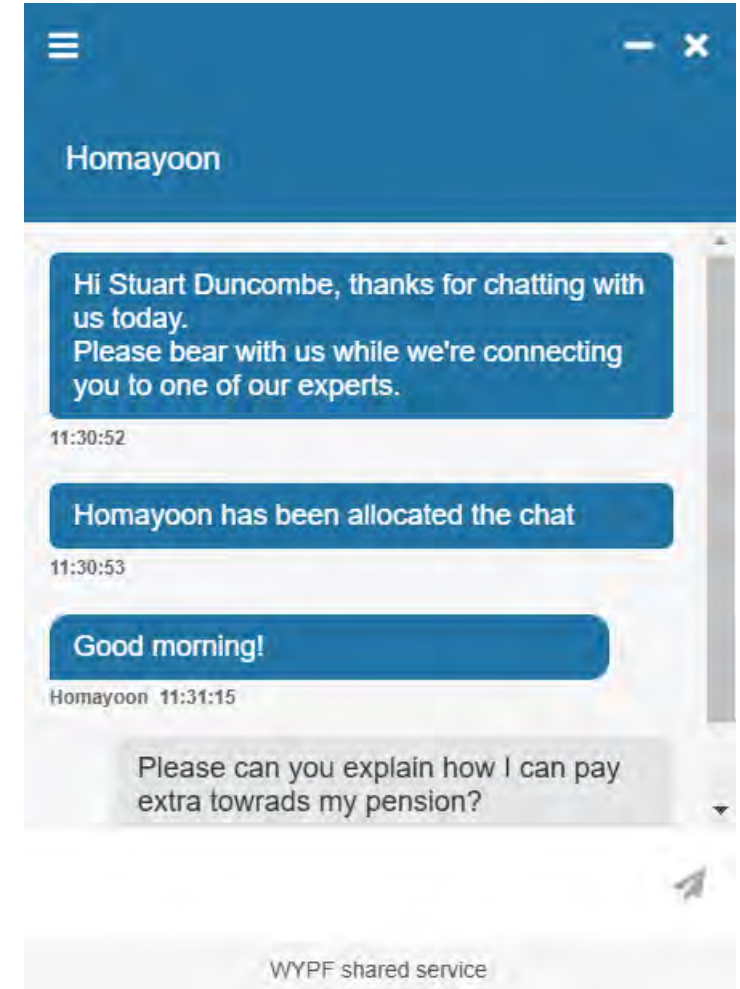
# Live chat coming soon...

- Using a proven UK based provider (Click4Assistance)
- Initially no logic trees or AI features – straight through to a real person
- Internal testing completed and being configured for live release in the next few weeks

Chat live with us ^



A screenshot of a web form for starting a live chat. At the top, a blue box contains the text: "Welcome, we're here to help. Please enter the information below, and we'll connect you to an advisor." Below this are two input fields: "Your full name" and "Your date of birth" with a calendar icon and the format "dd/mm/yyyy". A blue "START CHAT" button is positioned below the date field. At the bottom of the page, it says "WYPF shared service".



# Support is available now!

Member's helpline 01274 434999 or [pensions@wypf.org.uk](mailto:pensions@wypf.org.uk)

If you're unsure talk to your EPFR

<https://www.wypf.org.uk/employers/employer-contact-us/>

- Employer Relations Team Mailbox  
[wypf.pfr@wypf.org.uk](mailto:wypf.pfr@wypf.org.uk)
- Employer Helpline  
**01274 434900**
- Employers Section of the website  
[www.wypf.org.uk](http://www.wypf.org.uk)



# London Borough of Hounslow Pension Fund

Employers' Forum  
27 February 2025

Dr Barry McKay FFA, Partner







What is a valuation and what do we do?



What's happened since 2022?



What next?

# Why do a funding valuation?



# What do we actually do?

- ✓ Set assumptions and methodology
- ✓ Collect, cleanse and manipulate data
- ✓ Run data in actuarial valuation systems to calculate liabilities and primary rates
- ✓ Carry out asset valuations
- ✓ Set contribution rates
- ✓ Present results in a report



# Key outcomes – funding position

**Funding  
position**

**Funding level =  
Assets / Liabilities**

**Surplus (Deficit) =  
Assets - Liabilities**



# Key outcomes - Employer contributions

## 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

# What data do we need?



# Valuing liabilities for each employer

Member data for details of the benefits

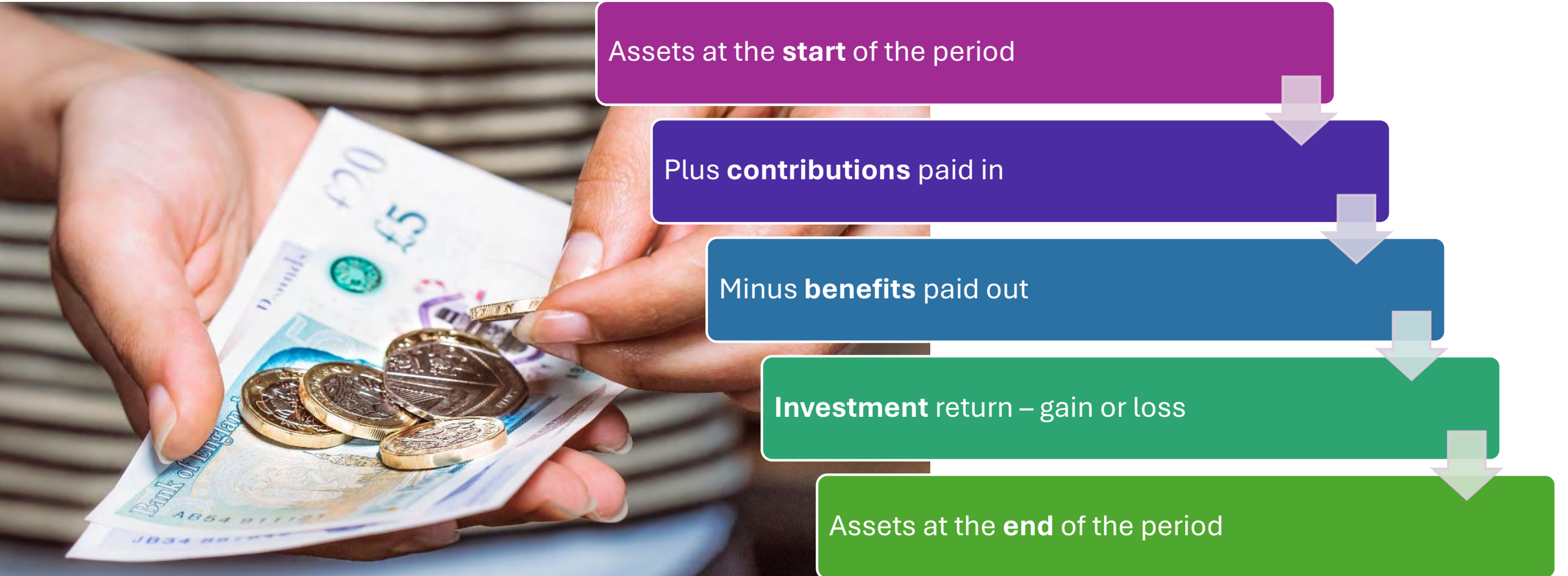
Assumptions about future **amount** of benefit

Assumptions about **when** benefits will be paid

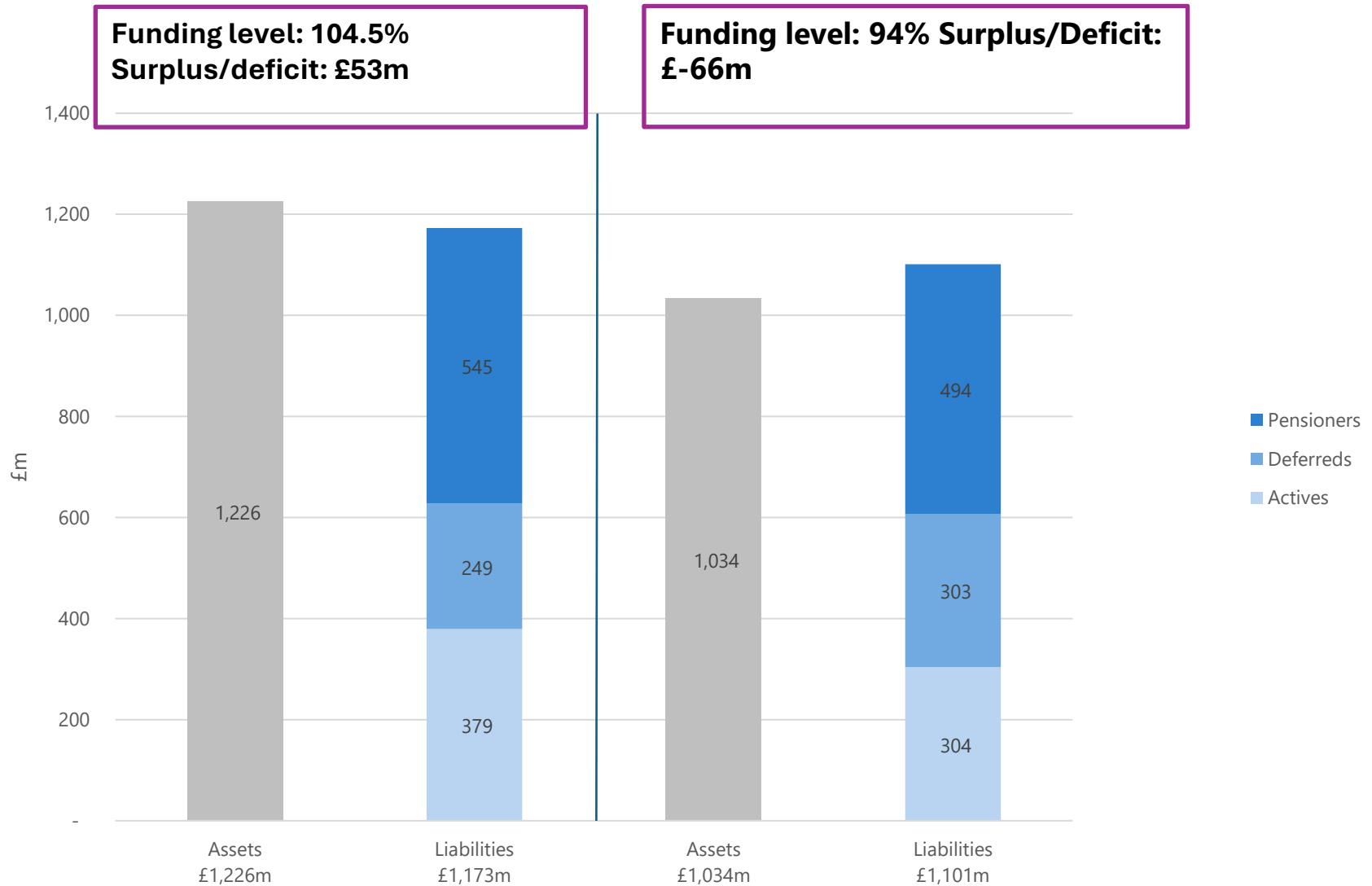
Actuary builds **model** and runs (lots of) calculations

Liability for each individual employer, in line with FSS

# Valuing assets for each employer



# 31 March 2022 whole Fund results



# Surplus in the LGPS?

What has **ACTUALLY** happened since 2022?



## Investment returns

Slight improvement of funding position due to good investment returns.



## Inflation

Slight deterioration of funding position due to high pension increases. Offset by lower future inflation



## Discount rates

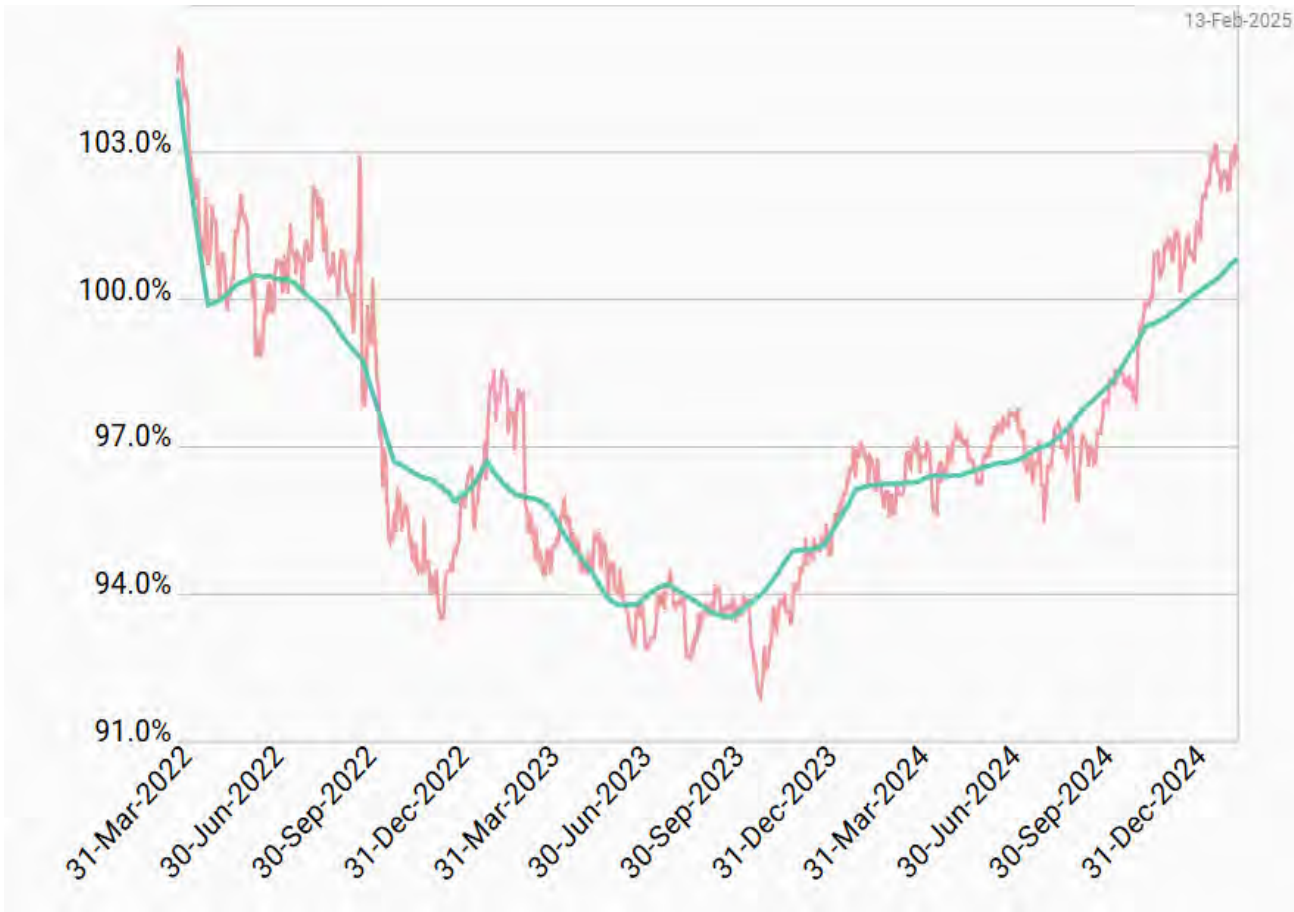
Slight deterioration of funding position, assumptions to be reviewed

Funding level has decreased





# Funding update at 13 February 2025



**Funding level has decreased from 104.5% at 2022 to 101% at 13 February 2025**

**Large increase in liabilities at 31 March 2023 and 2024 due to high CPI pension increases**

**Assets performed ahead of expectations largely due to last 12 months**

**CPI inflation back to 2022 levels**

# What does it all mean for the 2025 valuation?



Expect funding position to be similar to 2022



Objective is to keep contributions stable



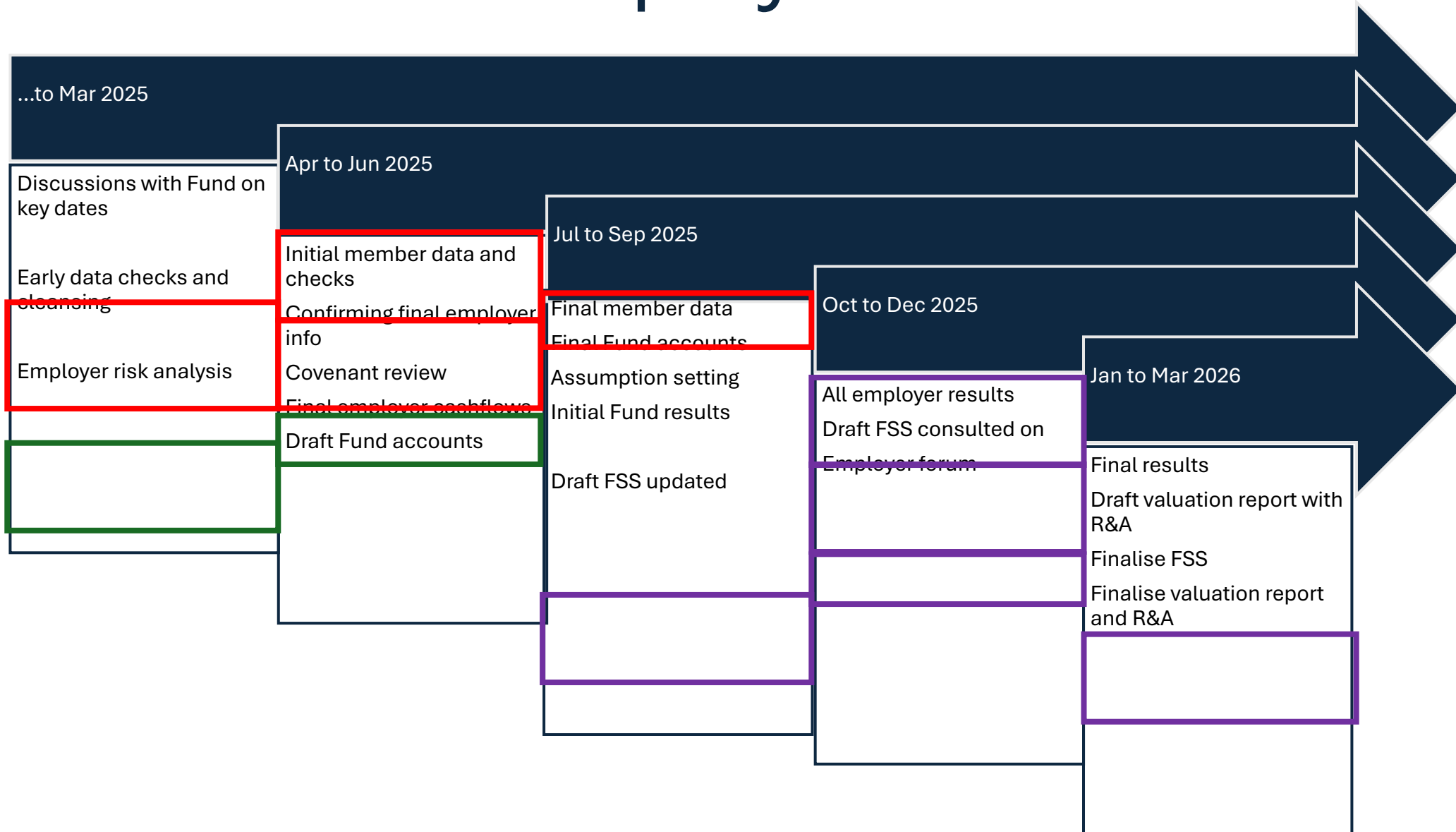
Short term focus for employers is clean data



However, still lots could happen before 31 March 2025 but smoothing mechanism will dampen down any short term volatility....



# Valuation project timescales



# Questions.....



London Borough  
of Hounslow

# Hounslow Pension Fund Employer's Forum

THANK YOU FOR ATTENDING

**ONE  
HOUNSLOW**