

PENSION FUND COMMITTEE – 30 MAY 2019

PUBLIC QUESTIONS

Question	RESPONSE
<p>The following question has been received from Mr Dix:</p> <p><i>It has come to light that since the contract for pension administration was awarded to Capita in 2013, an on line portal that would allow members to check their pensions and personal data has not been operational even though this is a clear contractual requirement. To what extent has the unavailability of the on-line portal prevented scheme members from checking and updating their personal data, has this failure enabled the poor data quality to go unnoticed for so long and why wasn't this requirement checked and Capita questioned for nearly six years?</i></p>	<p>A portal for members is available at <a href="https://www.hartlinkonline.co.uk/barnet/">https://www.hartlinkonline.co.uk/barnet/</a></p>