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Contact: Anisa Darr
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Your ref: C98061965

Dear Michael

**Local Government Pension Scheme (LGPS) -London Borough of Barnet
Superannuation Fund PSR 10123044 (the Fund)**

Further to my letter of 11 November 2019, I am writing to provide you with an update of progress in a number of areas, and details of our plans for the future administration of the Barnet Pension Fund.

Annual Benefit Statements (ABS)

As previously reported, ABS were issued to all members due to receive one by the statutory deadline with the exception of 930 deferred members whose cases were in progress at the time of issue.

In respect of the above, the cases have been completed in respect of 262 members, and the removal of this backlog is being monitored on a weekly basis.

With regard to the ABS that were issued, our monitoring of feedback from members revealed the following:

- The monitoring exercise captured queries relating to 1162 ABS that were issued (approx. 6% of Fund members that received an ABS)
- 3 common issues accounted for 1031 of the above (formatting errors where the ABS had been produced manually; cases where the members had transferred-in service; and members with multiple service records)
- As a result, 1092 corrected ABS have been issued to members (approx. 5.6% of Fund members that received an ABS)

We have now concluded our review of the 2018-19 ABS exercise and the lessons learned from the bulk issues noted above have been taken on board for this year.

Pensions Savings Statements

As previously reported, in the course of investigating feedback from members regarding their ABS, we identified a number of cases where Pensions Saving Statements (PSS) were not issued to members, in some cases dating back to the 2013-14 pension input period.

A full review was completed at the end of February 2020, which yielded the following results:

- 76 PSS not issued
- 52 members concerned

- 13 members affected with tax consequences as a result

We are still working with those affected members to resolve any tax issues and are supporting them through funding personal tax advisors and independent financial advisors.

Triennial valuation data

Following considerable effort by both Capita and internal resources, I am pleased to report that scheme data has improved sufficiently to allow the actuary to complete the triennial evaluation.

Non-actionable caseload action plan

In my letter of 11 November, I referred to our plan in place to bring the currently non-actionable caseload into a workable state, with a view to the backlog as of 18 October (1685 cases) being cleared by the end of January 2020.

However, as consequence of our review of the data required for the triennial valuation, we have identified further work to be actioned by Capita that requires third party information, the number of cases has risen, and now stands at 3232 cases.

Barnet officers continue to monitor this position on a weekly basis and are supporting Capita by engaging directly with employers to obtain the necessary information to progress these cases.

Members with missing Normal Pension Age

As reported in my letter of 29 August 2019, there was an issue with 1880 deferred members whose Normal Pension Age (NPA) was incorrectly held on the administration system. Following further analysis, we determined that 272 members had passed their NPA as at April 2019. With the exception of the 17 members whose addresses we are still tracing, we have now written to the remaining 255 members of the original 272 cases. The outcomes are as follows:

Responses received:	208
Pensions options issued:	207
Pensions now in payment:	65

We have written to the remainder of the population (1608 members who had yet to reach their NPA as at April 2019) to apologise that their previous ABS contained the incorrect NPA and to assure them that this has now been corrected.

Future of pensions administration

As you may be aware from the associated press coverage, on 3 March 2020, the Council resolved to transfer the administration of the Barnet Pension Fund from Capita to the West Yorkshire Pension Fund (WYPF).

WYPF are widely recognised as a leader in the administration of the Local Government Pension Scheme, and the Council felt that working with WYPF offered an opportunity to deliver an enhanced and improved pensions administration service to the members of the Barnet Pension Fund.

The Council has established a transition project board, chaired by myself, which will oversee the transition of the service from Capita to WYPF by 31 October 2020.

However, naturally, at this time, the ability to manage the transition alongside maintaining “business as usual” at both Capita and WYPF, in what is a very challenging environment, is being kept under constant review.

If you would find it helpful, again I would be happy to speak to discuss the above in greater detail – please do let me know. In the meantime, if you have any questions regarding any of the above, please do not hesitate to get in touch.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Anisa Darr', with a long horizontal flourish extending to the right.

Anisa Darr
Director of Finance