

City of London Corporation Committee Report

Committee(s): Local Government Pensions Board	Dated: 12 January 2026
Subject: Pensions Scheme – Administrator's Update	Public report: For Information
This proposal: • provides statutory duties • provides business enabling functions	
Does this proposal require extra revenue and/or capital spending?	No
If so, how much?	n/a
What is the source of Funding?	n/a
Has this Funding Source been agreed with the Chamberlain's Department?	n/a
Report of:	The Chamberlain
Report author:	Graham Newman – Chamberlain's Department

Summary

The administration of the City of London Local Government Pension Scheme (the Scheme) is undertaken by the Pensions Team within the Chamberlain's Department.

The table below provides a summary of general information around a range of topics in relation to the administration of the Scheme since the last Board meeting on 21 July 2025. Members are asked to note the report and provide feedback.

Item	Update
Annual schedule of events for the administration of the Pensions Scheme	Appendix A provides details of the events / dates that form the main diary of the Scheme administration.
Information of Scheme Record Keeping	As the Scheme's administrating authority, the City is responsible for making sure the scheme has good records. The City is required to ensure it has accurate, complete and up-to-date records and should have controls and processes in place to maintain these standards. Failure to maintain complete and accurate records can risk not meeting legal obligations as set by the Pensions Regulator which could lead to fines and/or enforcement action being taken.

	<p>The City's scheme data is measured once a year and the data scores are submitted to the Pensions Regulator (tPR) in the annual scheme return.</p> <p>The Pensions Office submitted the 2025 Scheme Return for the Local Government Pension Scheme on 1 December 2025.</p>
Complaints or disputes under the Scheme's Internal Disputes Resolution Process (IDRP)	<p>Since the last Board meeting there have been two Stage 2 IDRP requests received by the Pensions Office.</p> <p>A breakdown of the IDRP applications is included at Appendix B on the non-public agenda.</p>
Public Service Pensions - Reporting Breaches of Pension Law	None to report
Any audit reports relating to the administration of the Scheme	The City of London Internal Audit team will be undertaking a review of the Pension Fund Administration function. The review will start in January 2026.
Any reports relating to the administration of the Pension Scheme which have been considered by other Committees	None to report.
Pension Administration System	<p>The Pensions Office has rolled-out the Online Member Portal which allows members to access their pension record, make amendments to selected personal data (i.e. name and death grant nominees) and to run their own retirement estimates.</p> <p>The portal was used for providing the 2024 and 2025 annual benefit statements and provides a potential platform for future bulk mailings.</p> <p>The system has been rolled out to all active and retired scheme members and is now also available to deferred scheme members so that access to the portal can continue as active scheme members leave the organisation.</p> <p>One of the main facilities that will be expected to be added to the portal is the ability to upload pensioner payslips and P60s and make these available to pensioner scheme members.</p> <p>This facility requires some add-on software to the existing pensions portal (which will incur a cost) as well as the ability to extract the necessary data from the payroll system and upload it into the pensions online portal..</p>

	<p>The Pensions Office is in discussion with the Payroll Office to determine whether the new payroll system that is being developed will be able to provide the required data in the necessary format.</p> <p>Once this has been confirmed it will be possible to move to the next step in the process of obtaining the add-on software.</p>
Public Sector Pensions Legal Challenge	<p><u>Lord Chancellor and Secretary of State for Justice v McCloud and others</u></p> <p>With effect from April 2015 (April 2014 for the LGPS) all public sector pension schemes were subjected to reforms that changed the way benefits were accrued and the date from which they would become payable.</p> <p>However, the legality of these reforms was successfully challenged and they were found to be discriminatory on the grounds of age. This challenge came to be referred to as 'McCloud'.</p> <p>The government consulted on what method of 'Remedy' should be used to remove the discrimination and on 10 March 2022 the Public Service Pensions and Judicial Offices Act 2022 received Royal Assent.</p> <p>The main purpose of the Act was to set out the intention of the 'McCloud Remedy' and implement it in the public service pension schemes.</p> <p>Further consultation determined the form the Remedy would take in respect of the LGPS and the regulations were formally laid and then implemented with effect from 1 October 2023.</p> <p>For active scheme members retiring after the implementation date, their McCloud eligibility is assessed by the Pensions Office and if appropriate their benefits are based upon the terms of the Remedy. In addition, from 2025 onwards, all Annual Benefit Statements issued to active and deferred members must include details in respect of the Remedy and how it affects their individual benefits.</p> <p>With regards to retired members, all retirements since the introduction of the career average scheme in April 2014 will need to be assessed for eligibility for the McCloud Remedy. For those deemed to be eligible, the process of recalculating benefits already in payment under the terms of the Remedy is underway. Any appropriate adjustments are being made and arrears paid. This process will also apply for the pensions being paid to the survivors/dependants of an eligible member who passed away before the Remedy was implemented.</p>

	<p>The Pensions Office has implemented the Remedy in respect of active scheme members and all retirements that have occurred since the implementation date (i.e. 1 October 2023) have been processed on this basis.</p> <p>The 2025 Annual Benefit Statements (ABS) for eligible scheme members were issued by the 31 August 2025 deadline and included the estimated underpin protection as provided for by the McCloud Remedy.</p> <p>Updates regarding the implementation of the McCloud Remedy will continue to be brought to the Board.</p>
Pension Committee Training	<p>All Members of the Board are expected to register for tPR online training and complete the modules in respect of <u>public sector pension schemes</u>.</p> <p>The link for the online training is: https://www.thepensionsregulator.gov.uk/en/public-service-pension-schemes/understanding-your-role/learn-about-managing-public-service-schemes</p> <p>Following a trial period by officers, Members of the Committee have agreed to complete the online LGPS training that has been created by our actuary Barnett Waddingham. The training module is called 'Enlighten' and is specifically directed at LGPS Committees, Boards and officers. There are currently four courses available; each consisting of several bitesize videos and followed by a quiz.</p> <p>Details in respect of training modules completed by each Member are included on the non-public agenda (Appendix C).</p> <p>Members are expected to re-do the tPR training modules every 3-5 years.</p>
Pensions Office Key Performance Indicators	<p>Appendix D provides statistics in relation to the performance of the Pension Scheme Administration.</p> <p>The working processes followed by the Pensions Team are regularly reviewed to ensure the statistics accurately reflect the work involved.</p>
Pensions Dashboards	<p>Introduced by the Department for Work and Pensions (DWP), Pensions Dashboards have been designed to provide an online platform that will allow individuals to access details of their accrued pension benefits from multiple sources in one place. The intention is to support better planning for retirement, and help individuals reconnect with any pension pots they may have lost over time.</p> <p>Following revisions to the original staging dates, the deadline for public sector pension schemes to connect to</p>

	<p>the national infrastructure was 31 October 2025. The City of London met this deadline.</p> <p>The service is scheduled to be released to the general public by 31 October 2026. Schemes will be given at least 6 months' notice before the public go-live date.</p> <p>One crucial aspect of the Dashboard is the matching criteria used by individual funds to match queries made by customers via the dashboard ecosystem with the data held on file by the pension provider.</p> <p>Details of the matching criteria chosen by the City of London are shown at Appendix E.</p> <p>Updates regarding the progress being made in respect of the Dashboards project will be brought to each Board meeting.</p>
--	--

Recommendation

The Committee is asked to note the report and provide any feedback in relation to this information.

Appendices:

Appendix A – Annual Schedule of Events (Administration

Appendix B – IDRP cases received by the Pensions Office (NON PUBLIC)

Appendix C – Member Training (NON PUBLIC)

Appendix D – KPI Details

Appendix E – Pensions Dashboards Matching Criteria (NON PUBLIC)

Graham Newman

Pensions Manager | Chamberlain's Department

T: 020 7332 1132

E: graham.newman@cityoflondon.gov.uk