



Teesside Pension Fund

Administration Report

March 2026

Pension Administration Report – Q3

This report provides an update on material matters in pensions administration and performance for Q3 up to 31 December 2025.

1. Introduction

On 1 June 2025, responsibility for the administration of the Teesside Pension Fund was successfully transferred from XPS Group to the Tyne and Wear Pension Fund (TWPF) as part of a shared service agreement. This transition, as previously reported, was not without its difficulties. A range of challenges emerged during the handover, notably several data-related issues that TWPF is now actively working to resolve. It is acknowledged and accepted that some errors may take several months to resolve.

Despite these initial hurdles, the transition has reached a stable phase. All new cases are currently being processed under standard business procedures.

2. Pensions Processing

We are now nine months into delivering the pensions administration for Teesside, and the majority of activity has transitioned to business as usual. As previously reported, many of the data-related issues have been identified and there are robust plans in place to address them. While the nature of the workload is now clear, the quality of the underlying data remains a significant challenge, and it is expected to take several years before it reaches a satisfactory standard. This ongoing issue can lead to longer processing times for certain cases.

Appendix 1 provides a detailed report of the cases outstanding at the end of Quarter 3. Please be advised that the total number of cases is projected to increase in the next quarter, as we start to process 4,500 historical cases requiring benefit calculations to ensure their status is accurately updated (cases previously referred to as “status 2”).

3. Performance Against Statutory Requirements and Key Performance Indicators

TWPF measures the performance of the service against the Occupational and Personal Pension Scheme (Disclosure of Information) Regulations 2013 (“the Disclosure Regulations”), the national LGPS Scheme Advisory Board’s (SAB) Performance Indicators and additional internal performance indicators.

In respect of performance against disclosure, these are measured against 100%. Full compliance with this is not generally achievable, as there is reliance on employers to provide information and cases can be complex. Appendix 2 sets out performance for Q3 (i.e. the period up to 31 December 2025).

It is a requirement to report the SAB KPIs in the Annual Report and Accounts. Appendix 3 shows performance against this set of KPIs up to 31 December 2025.

It is important to consider the overall circumstances of the transfer of responsibilities and the progress achieved since the start of the contract on 1 June 2025. It is expected that performance will improve as issues arising during the transition are resolved. We are now starting to see positive signs and steady improvement.

4. Online Member Services Registration

TWPF’s default method of communication is digital, meaning that members will receive documents and updates electronically unless they specifically request to continue receiving paper correspondence. This brings significant efficiencies and cost savings.

All Teesside Pension Fund members have now received three separate communications, sent throughout the year, informing them that they will receive their information digitally unless they choose to opt out of online services.

The table below displays the number of members registered for online services, showing strong uptake in a short period. It is anticipated that these figures will increase further in the coming months as the Annual Pensioner Update and Annual Benefit Statements are released.

	Active		Deferred		Pensioner	
	Registered	%	Registered	%	Registered	%
30/09/2025	3,796	14%	1,775	9%	870	4%
31/01/2026	6,819	25%	3,418	18%	5,868	22%
13/03/2026	7,344	27%	3,671	19%	9595	36%

5. Service Delivery

As previously reported, the transition of administration resulted in a significant increase in the volume of calls to the Pensions Helpline. During this period, there were weeks when only 40% of calls were successfully answered, indicating the heightened demand for support and guidance.

In December, the proportion of calls answered rose to 79%, reflecting a notable improvement in service delivery. However, January experienced a slight decline in response rates, primarily attributed to office closures during the Christmas period, although call volumes increased during the first week of the new year. In the second week of February, the third and final communication was issued to all Teesside Pension Fund members, instructing them to register for the mypension online service. This period naturally saw a substantial rise in calls from pensioners, many of whom will require access to their P60s soon, and as a result sought assistance with logging into their accounts or requested to continue receiving their information in paper format.

Despite a reduction in the call answer rate to 73% in February, TWPF successfully managed nearly 6,000 calls, representing a marked increase compared to previous months. The Fund remains committed to further enhancing these figures and consistently providing a high standard of service through the Pensions Helpline.

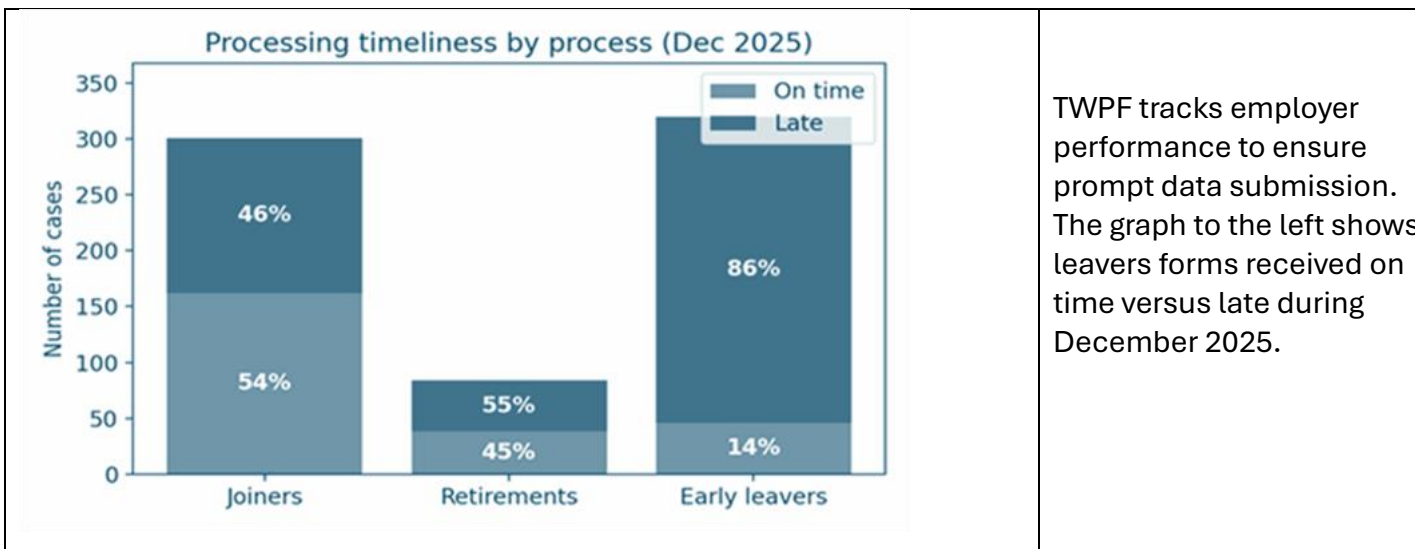
The table below illustrates the volume of calls received by the Pensions Helpline from 1 June 2025 onwards. As backlogs arising from the issues identified during the transition period are cleared, it is anticipated that calls will naturally reduce.

	September	October	November	December	January	February
All calls to the helpline	8595	7244	8114	4965	7630	9008
<i>TOTAL calls to helpline (after option selection)</i>	7225	6184	6978	3802	6615	7869
Average time to answer	07:44	05:52	05:55	03:51	04:47	04:31
Number of calls answered	4983	4609	5014	3101	5151	5751
Average length of call	05:09	05:27	05:26	05:17	05:37	04:57
Abandoned calls after selection	2242	1575	1964	701	1464	2118
Maximum delay to answer	54:36:00	50:49:00	49:16:00	40:56:00	01:35:49	00:52:49
% of calls answered	68.41%	74.12%	71.33%	78.73%	77.62%	73.01%
Average abandoned time	03:14	03:29	02:41	02:45	03:02	02:27

It should be noted that the table above shows calls for both TPF and TWPF.

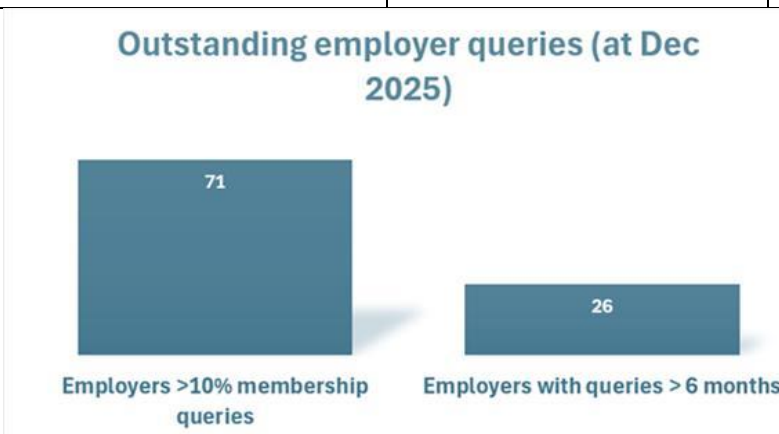
6. Employer Performance

There is a statutory duty placed on employers to provide information regarding their members. TWPF relies heavily on this data to maintain accurate member records, calculate and pay benefits, and provide annual benefit statements. As a result, TWPF closely monitors the overall performance of employers and keeps track of any outstanding queries.



TWPF tracks employer performance to ensure prompt data submission. The graph to the left shows leavers forms received on time versus late during December 2025.

TWPF routinely contacts employers to clarify information that has been submitted. The graph on the right illustrates the number of unresolved queries as at December. There are 71 employers with more than 10% of their membership under query, and 26 employers have queries that are older than six months.



The Employer Team has been providing extra support to Teesside Pension Fund employers. This support has included one-to-one phone calls, dedicated meetings, and informative webinars to help employers better understand their responsibilities and clarify any outstanding queries. Employers may also reach out to the team via a dedicated helpline or email. These proactive initiatives aim to strengthen communication and ensure all employers have the guidance they need.

The Employer Services Team will continue reviewing employers who reach trigger levels.

7. Dashboards

Pensions Dashboards are a government-led initiative designed to give individuals a secure, online, platform to view all their pension information in one place, including LGPS benefits and other pension arrangements. The aim is to improve transparency, help members plan for retirement, and reduce the risk of lost pensions. For LGPS funds, this requires ensuring data accuracy, compliance with technical standards, and integration with the national dashboard infrastructure.

TWPF has appointed Civica, our pensions administration software provider, as our Integrated Service Provider (ISP). TPF have now proven the ability to connect to the dashboard, and TWPF is carrying out the first phase of testing to ensure the data matching criteria works. The date of live launch is yet to be announced, although a period of 6 months' notice is expected.

High-quality data and robust processes are essential to meet regulatory expectations and deliver a reliable service for members. The poor quality of Teesside member data is a notable problem and risk. While we have a plan to improve the Teesside member data, this may take a few years before data reaches a satisfactory standard.

8. Added Value

Although the terms of the contract were agreed upon and outlined during the procurement process, since going live on 1st June, TWPF has undertaken - and continues to undertake - a range of additional actions and tasks beyond the scope of the contract at no extra cost. Some of these activities relate to matters predating the commencement of the contract. This includes:

- Putting in place a plan to work with employers to resolve the historical backlog of undecided leavers which had built up prior to the commencement of the contract (starting with approximately 4,500 cases).
- Providing membership data to the Teesside Pension Fund's Actuary in respect of the 2025 valuation and dealing with resulting queries.
- Liaising with and providing information to Teesside Pension Fund Officers and the Auditors to help prepare and finalise the Annual Report and Accounts for 2024/25.
- Providing information to assist Teesside Pension Fund to determine and collect unpaid amounts from Teesside employers in respect of unfunded compensatory added years and strain on the fund payments arising from early retirements.
- Updating member records to ensure compliance with the McCloud Remedy and in readiness for 2026 Annual Benefit Statements.
- Tidying up employer and member records to ensure members are allocated to the current employer and membership is at the correct status.
- In preparation for the 2026 annual pensions increase award identifying and correcting pensions in payment where increases have been incorrectly applied in previous years.

9. Internal Dispute Resolution Procedure (IDRP) and Pensions Ombudsman

Internal Dispute Resolution Procedure (IDRP) Cases

Following the transition of administration to TWPF, a total of seven Teesside Internal Dispute Resolution Procedure (IDRP) cases have been recorded. Of these, four cases were brought against employers, each one concerning decisions related to ill-health retirement. In every instance, the appeal was not upheld, and the original decision stood.

The remaining three cases were directed against the Teesside Pension Fund itself. Two of these involved disputes regarding the level of benefits awarded to members, while the third focused on a situation where a member was not permitted to transfer out of the scheme. As with the employer cases, all appeals in these fund-related matters were not upheld, with the original determinations remaining in place.

Pensions Ombudsman Referrals

Of the seven Internal Dispute Resolution Procedure (IDRP) cases, two have escalated further and have been referred to the Pensions Ombudsman for independent review. The first of these cases concerns an ill-health retirement decision made by the employer, while the second relates to a member who was not permitted to transfer out of the Teesside Pension Fund (TPF).

10. Conclusion

As the financial year concludes, the transition to TWPF administration has been effectively completed, with several additional tasks carried out beyond initial expectations. These include thorough work on member and employer records, compliance with the McCloud Remedy, preparation for the 2026 Annual Benefit Statements, and corrective actions regarding pension increases implemented in prior years.

Although there was temporary disruption to service delivery during the transition period, steady improvement is being observed. The administration team remains focused on resolving outstanding issues, such as organising and allocating employer and member records, and ongoing advancement is apparent.

Going forward, sustained effort will be necessary to address remaining challenges and further improve service quality. The commitment of TWPF to continuous enhancement supports ongoing progress.

Active Processes at the end of Quarter 3 2025/26

Position on Major Processes 18 December 2025										
TPF	AVG. No. New Processes per week	AVG No. Processes Completed per week - Previous Year	Active Processes Last Week 11-Dec-2025	Active Processes This Week 18-Dec-2025	Active Process ▲ Increase ▼ Decrease ▶ No Change	New Processes This Week 18-Dec-2025	Pended Processes This Week 18-Dec-2025	Processes Completed This Week 18-Dec-2025	Processes Abandoned This Week 18-Dec-2025	Total Completed / Abandoned This Week 18-Dec-2025
Pensions LPI Priority 1										
Deaths	60	58	191	182	▼ 9	32	100	51	2	53
Immediate Benefits	89	88	246	266	▲ 20	57	232	35	1	36
Transfers In	13	13	25	29	▲ 4	6	17	3	0	3
Sub Total	162	159	462	477	▲ 15	95	349	89	3	92
Pensions LPI Priority 2										
Deferred Retirements	105	105	728	754	▲ 26	91	80	51	9	60
Recalculations - Benefits Paid	12	9	55	55	▶ 0	0	0	0	0	0
Provisional Quote	14	12	136	138	▲ 2	3	5	1	0	1
Deferments	106	93	1,048	1,129	▲ 81	87	67	10	1	11
Refunds	116	102	643	681	▲ 38	84	223	44	2	46
Recalculations - Other	18	17	53	54	▲ 1	1	0	0	0	0
Divorce	8	7	13	10	▼ 3	2	8	4	0	4
Transfers Out	26	25	15	14	▼ 1	5	38	8	2	10
Joiners	50	52	0	0	▶ 0	0	0	0	0	0
Personal Updates - Employer Notified	17	17	13	18	▲ 5	10	0	5	0	5
Personal Updates - Member Notified	6	5	18	26	▲ 8	8	0	0	0	0
Change Scheme Section	3	4	59	56	▼ 3	2	0	5	0	5
Sub Total	481	448	2,781	2,935	▲ 154	293	421	128	14	142
Pensions LPI Priority 3										
Deaths Supplementary	85	84	304	295	▼ 9	38	64	36	3	39
Pension Monetary Changes	58	65	355	393	▲ 38	43	12	7	0	7
DWP Trace	10	7	30	32	▲ 2	1	9	2	1	3
Returned Mail (Pensioners)	0	0	135	135	▶ 0	0	0	0	0	0
AVC/APC	16	19	264	201	▼ 63	2	87	88	1	89
Interfunds In	30	24	108	125	▲ 17	14	105	8	1	9
Interfunds Out	23	18	162	167	▲ 5	31	74	16	2	18
Aggregation	334	262	827	809	▼ 18	69	91	91	27	118
Opt Out Less than 3 months	14	18	191	189	▼ 2	6	0	7	0	7
CARE Updates	19	18	512	553	▲ 41	51	0	9	4	13
MMD	289	275	435	410	▼ 25	30	0	55	0	55
Annual Allowance	4	15	145	145	▶ 0	0	6	0	0	0
Ops Other	91	108	365	391	▲ 26	45	0	98	0	98
Sub Total	973	913	3,833	3,845	▲ 12	330	448	417	39	456
Total	1,616	1,520	7,076	7,257	▲ 181	718	1,218	634	56	690

Member Administration

Nominations	7	6	150	148	▼	2	6	0	4	0	4
Bank Changes	22	25	0	0	▶	0	0	0	0	0	0
Address Changes	32	32	52	63	▲	11	25	0	14	0	14
Communication Method Updates	1	1	0	0	▶	0	0	0	0	0	0
Member WEB Queries	175	158	33	34	▲	1	23	0	22	3	25
Returned Mail (Active/Deferred)	0	0	9	9	▶	0	0	0	0	0	0
Comms Other	82	43	90	93	▲	3	33	1	32	3	35
Sub Total	319	265	334	347	▲	13	87	1	72	6	78

Payroll Processes

Leavers from Payroll	42	42	0	0	▶	0	0	0	0	0	0
PEO/Payslip Request	12	15	0	0	▶	0	0	0	0	0	0
Invoice Request	13	14	0	0	▶	0	0	0	0	0	0
General Correspondence	1	6	0	0	▶	0	0	0	0	0	0
Sub Total	68	77	0	0	▶	0	0	0	0	0	0

Pensions, Member Administration and Payroll Process Total

Total	2,003	1,862	7,410	7,604		194	805	1,219	706	62	768
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Impact of Bulk Data Loading of Information

We have been using Bulk Data inputs to load Personal Updates, Hour Change information and Joiner information. These changes are not reflected in the figures above.

The numbers of changes loaded are as follows

From 01/04/25 to date	Personal Changes	Hour Changes Loaded	Joiners
Total Loaded at End of Previous Week	2	261	799
Total Loaded to Date	2	261	799
Increase Over Previous Week	0	0	0

Teesside Pensions Fund's Performance against Disclosure Standards up to 31 December 2025

Consistently achieve the service standards – Disclosure Regulations – Target is 100%

No.	Performance Indicator	Team Responsibility	2025/26	
			Cases Processed Year to Date	Achieved Standard Year to Date (%)
1	Death of a member (Combined to include a active deferred and pensioner)	Benefits and Bereavements Manager	150	63%
2	Death in service - (Revised)	Benefits and Bereavements Manager	0	0%
3	Deferred Benefit – Notification of entitlement	Transfers and Early Leavers Manager	846	100%
4	Deferred Benefit into Payment	Benefits and Bereavements Manager	964	66%
5	Deferred Refund into Payment	Transfers and Early Leavers Manager	532	95%
6	Divorce Quotation	Transfers and Early Leavers Manager	89	98%
7	Estimate of Benefits	Benefits and Bereavements Manager	137	91%
8	Immediate Pension	Benefits and Bereavements Manager	1,113	57%
9	Immediate Pension (Revised)	Benefits and Bereavements Manager	0	0%
10	Joiner not BDI	Employer Services Manager	426	51%
11	Joiner BDI	Employer Services Manager	855	17%
12	Refund	Transfers and Early Leavers Manager	777	87%
13	Refund (Revised)	Transfers and Early Leavers Manager	327	8%
14	TV In Quotation	Transfers and Early Leavers Manager	56	96%
15	TV Out Quotation	Transfers and Early Leavers Manager	104	94%
16	TV Out Payment	Transfers and Early Leavers Manager	25	80%

SAB Administration Key Performance Indicators at 31 December 2025 (Quarter 3)**Table A – Total number of casework**

A – ADMINISTRATION KEY PERFORMANCE INDICATORS				
Table A - Total number of casework				
Ref	Casework KPI	Total no. new cases created in the year (April to December)	Total no. of cases Completed in year (1 April to December)	Total % of cases completed in year
A1	Deaths recorded of active, deferred, pensioner and dependent members	407	292	● 39%
A2	New dependent member benefits	126	124	● 98%
A3	Deferred member retirements	1,678	1,187	● 54%
A4	Active member retirements	1,431	935	● 57%
A5	Deferred benefits	1,543	263	● 6%
A6	Transfers in (including interfunds in, club transfers)	168	122	● 63%
A7	Transfers out (including interfunds out, club transfers)	408	361	● 82%
A8	Refunds	1,776	813	● 43%
A9	Divorce quotations issued	115	99	● 71%
A10	Actual divorce cases	7	6	● 40%
A11	Member estimates requested either by scheme member and employer	310	166	● 50%
A12	New joiner notifications	0	0	● 0%
A13	Aggregation cases	2,023	1,112	● 17%
A14	Optants out received after 3 months membership			

Table B – Time taken to process casework

Table B - Time taken to process casework			
Ref	Casework KPI	Suggested fund target*	% completed within fund target in year
B1	Communication issued with acknowledgement of death of active, deferred, pensioner and dependent member	5 days	● 84%
B2	Communication issued confirming the amount of dependents pension	10 days	● 74%
B3	Communication issued to deferred member with pension and lump sum options (quotation)	15 days	● 68%
B4	Communication issued to active member with pension and lump sum options (quotation)	15 days	● 76%
B5	Communication issued to deferred member with confirmation of pension and lump sum options (actual)	15 days	● 90%
B6	Communication issued to active member with confirmation of pension and lump sum options (actual)	15 days	● 96%
B7	Payment of lump sum (both actives and deferreds)	15 days	● 93%
B8	Communication issued with deferred benefit options	30 days	● 50%
B9	Communication issued to scheme member with completion of transfer in	15 days	● 90%
B10	Communication issued to scheme member with completion of transfer out	15 days	● 100%
B11	Payment of refund	10 days	● 84%
B12	Divorce quotation	45 days	● 98%
B13	Communication issued following actual divorce proceedings i.e application of a Pension Sharing Order	15 days	● 83%
B14	Communication issued to new starters	40 days	● 98%
B15	Member estimates requested by scheme member and employer	15 days	● 89%