



Glasgow City Council

Strathclyde Pension Fund Committee

Report by Director of Strathclyde Pension Fund

Contact: Linda Welsh, Pension Scheme Manager, Ext: 77463

Item 7

18th March 2026

Administration Update

Purpose of Report:

To update the Committee on pensions administration activity and to present a summary of performance to 31st December 2025.

Recommendations:

The Committee is asked to **NOTE** the contents of this report.

Ward No(s):

Citywide:

Local member(s) advised: Yes No consulted: Yes No

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1 Strathclyde Pension Fund Office (SPFO)

Total administration staff in post at 31st December 2025 was 86 (FTE 81.4). This includes 5 modern apprentices. During January, 2 Senior Pension Officers were recruited internally starting their new posts with immediate effect. In addition, 7 Pensions Officers were recruited: 2 internal modern apprentices were successful, and 5 posts were external candidates.

SPFO operates a hybrid working arrangement. Current requirement is for all staff members to be in the office a minimum of two days a week.

2 Membership

Scheme membership is summarised as follows.

2.1 Local Government Pension Scheme (LGPS)



Total membership increased from 296,526 to **296,959** over the quarter. Membership in Deferred and Pensioners increased but Active membership decreased slightly. Active membership had grown during the last two quarters due to employers having an automatic enrolment re-enrolment date but it is now likely to have returned to the previous trend.

Main changes contributing to the net increase of 3,283 were:

- **3,953** new records (*5,908 last quarter*)
- **885** retirements (*853 last quarter*)
- **530** refunds (*606 last quarter*)
- **1,655** deferred (*2,208 last quarter*)
- **549** deferred into payment (*128 last quarter*)
- **796** deaths (*818 last quarter*).

Some additional analysis of scheme membership is set out in **Appendix 1** for information.

2.2 Teachers Compensation

In addition to its statutory function of administering the LGPS, SPFO also acts as a payroll agent for compensatory added years' payments to **7,511** members of the Scottish teachers' superannuation scheme.

3 SPFO Performance

Performance for the quarter is summarised as follows.

3.1 Payments

SPFO Payments	SPFO Target	Achieved	Last quarter
Pensions payroll run on time	100%	100%	100%
New retirals processed for due payroll date	95%	98%	98%
Deferred retirals processed for due date	95%	84%	91%
Retirement lump sums paid on retirement date	95%	95%	94%
Deferred lump sums processed for due date	95%	100%	100%

3.2 Other Transactions

Transaction	Volume	SPFO			Statutory	
		Target Days	%	Actual %	Deadline	Actual %
New Records	3,953	15	95.0	100	1 month	100
Refunds	530	7	90.0	98	n/a	n/a
Deferred	1,655	20	85.0	69	2 months	84
Retiral Estimates	492	20	80.0	78	2 months	99

3.3 Customer Satisfaction

	Refunds	Retirals
Forms issued	530	1,434
Responses	6	211
Response rate (%)	1.1	14.7
Satisfaction Rating (%)	76.7	85.6
Target	80.0	90.0
2024/25 full year (%)	86.9	86.5

Target was not achieved in either category.

3.4 Complaints

Category	No.	Days to Respond		Achieved (%)	Upheld (%)
		Target	Actual (Average)		
Process delay	2	5	1.5	100	0
Quality of information	1	5	5	100	100
Waiting time-correspondence	3	5	5	66	33

Staff efficiency/error	1	5	5	100	0
Staff efficiency/error – 2 nd stage	1	20	7	100	0
Procedure	1	5	5	100	0
*Other	1	5	5	100	0
*Other – 2 nd stage	1	20	8	100	100

*Lack of information/communication

3.5 Performance Commentary

Performance over the quarter was mixed:

- SPFO's overriding administration priority is to ensure that the monthly pensions payroll is run and payments are received on time by the 100,000+ pensioner members. Payroll was run and paid each month without incident.
- Some transactions did not achieve target, deferred options/retirements and retirement estimates. Competing priorities and resourcing issues were a contributing factor alongside increased volumes of deferred retirements during the quarter.

4 Employers

4.1 Participating Employers

The table below shows the number of employers participating in the Fund. Employers include the 12 Local Authorities in the West of Scotland, whose employees constitute around 70% of the active membership.

Total employers at 30th Sept 2025	135
New employers	0
Exiting employers	2
Total employers at 31st Dec 2025	133

There were 2 exits during the quarter.

Employer	Background	Exit Status
River Clyde Homes	River Clyde Homes had been a Community Admission Body in SPF since December 2007 and had 49 active members at the 2023 actuarial valuation.	River Clyde Homes became an exiting employer on 31 st October 2025. An exit credit was paid to the employer in January as determined by the SPF Committee at its November meeting in line with regulation 61.
Sodexo Limited – Argyll	Sodexo Limited - had been a Transferee Admission Body in SPF since December 2018 as a result of a transfer of staff from Argyll & Bute Council.. They had 1 active member at	Sodexo Limited became an exiting employer on 19 th November 2025 . The exit credit in line with regulation 61 has still to be determined.

	the 2023 actuarial valuation	
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Further details of exit arrangements are included in the separate Funding update report.

4.2 Employer Payments to SPFO

Employers are required to pay contributions to SPFO by 19th of the month after they are deducted from payroll.

All Employers	Target (%)	Actual (%)	Last Quarter
Contributions received by SPFO by due date	100	97	97

There were 13 instances of late payments this quarter. None had any material impact.

4.3 Employer *i-Connect* Submissions

Employers are required to submit regular electronic data returns via *i-Connect* no later than 19th of the month following the reporting period. The table below summarises the number of valid returns received on time from the Fund's employers.

Oct	Nov	Dec	Total	Total Expected	Target	Achieved	Last Quarter
121	121	120	362	402	100%	90%	87%

SPFO continues to work closely with employers to ensure data is submitted by the due date.

5 Digital Communications

Improving and increasing SPFO's digital delivery is a key priority. Digital uptake as at 31st December 2025 is summarised as follows.

Customer Engagement	2025/26		2024/25
	Actual	Target	Actual
Total signed up for SPFonline	157,183	146,000	147,122
Logged in during YTD	95,641	110,000	111,612
Weekly visits to: www.spfo.org.uk	6,334	9,000	7,960

SPFonline is a portal which allows members to view and amend their pension records and carry out illustrative pension calculations. Increasingly, it is also being developed to provide member information and documentation, and to

allow member transactions to be completed online. For example, during the quarter:

SPF's annual newsletter, Pension News, was issued to **90,550** pensioners.

- **54%** were issued via SPFonline with notification via email;
- **34%** were issued via SPFonline with notification by letter; and only
- **12%** were issued hard copy.

Life Certificates were issued to **1,132** overseas pensioners to verify their existence.

- **82%** were issued via SPFonline with notification via email;
- **7%** were issued via SPFonline with notification by letter; and only
- **11%** were issued hard copy.

At the end of January, SPF launched the new and improved version of SPFonline. One of the new key features of the portal is added security which includes Multi-factor Authentication (MFA). The portal still has the original features, but it also comes with some new developments such as a retirement planner and video benefit statements, with others rolling out over time.

6 Scheme Developments

6.1 Inflation Increase

In a written ministerial statement, the Government confirmed that the Pension increase and CARE revaluation increase to be applied in April 2026 is **3.8%**. The necessary legislation will be in place before 31st March 2026.

6.2 Scheme Regulations

SPPA recently consulted on amendments to The Local Government Pension Scheme (Scotland) Regulations. The main purpose of the proposed amendments is to align the Scottish LGPS with some of the proposed changes in the Ministry for Housing, Communities and Local Government (MHCLG) 'Access and Fairness' consultation, that the Scottish LGPS had not previously addressed. The consultation also included proposed amendments to update the 2018 regulations to reflect changes to primary legislation on Neonatal Care Leave, deliver an approach to the gender pensions gap, and to remove age restrictions on death grant payments.

On considering the responses to the consultation, SPPA have identified several technical changes that will need further legal consideration to ensure the regulations meet the policy intent. They are also mindful that MHCLG is yet to fully conclude on its "Access and Fairness" consultation and has not finalised regulatory changes.

As a result of the responses to their consultation, SPPA advised in February that it intends to pause the proposed changes to the LGPS(S) regulations, to allow further time for administrators and stakeholders to address the work required by previous regulatory changes.

SPPA will proceed with the proposal to consult on further changes, including changes to the Normal Minimum Pension Age (NMPA), after the Scottish

Parliamentary election concludes, in May 2026. They also need to review The Local Government (Discretionary Payments and Injury Benefits) (Scotland) Regulations 1998, which were last revised in 2011.

7 Policy and Resource Implications

Resource Implications:

<i>Financial:</i>	None.
<i>Legal:</i>	None.
<i>Personnel:</i>	None.
<i>Procurement:</i>	None.

Council Strategic Plan: SPF supports all Missions within the Grand Challenge of: ***Enable staff to deliver essential services in a sustainable, innovative and efficient way for our communities.*** The LGPS is one of the key benefits which enables the Council to recruit and retain staff.

Equality and Socio-Economic Impacts:

<i>Does the proposal support the Council's Equality Outcomes 2025 - 29</i>	Equalities issues are addressed in the scheme rules which are the responsibility of Scottish Government, in the Fund's Communications Policy which has been the subject of an Equalities Impact Assessment, and in the Fund's Responsible Investment strategy.
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<i>What are the potential equality impacts as a result of this report?</i>	N/a
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<i>Please highlight if the policy/proposal will help address socio economic disadvantage.</i>	N/a.
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Climate Impacts:

<i>Does the proposal support any Climate Plan actions? Please specify:</i>	N/a. Monitoring report. Strathclyde Pension Fund's Climate Change strategy is being developed in line with Item 34 of the Council's Climate Action Plan.
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<i>What are the potential climate impacts as a result of this proposal?</i>	N/a.
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<i>Will the proposal</i>	N/a.
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*contribute to
Glasgow's net zero
carbon target?*

**Privacy and Data
Protection impacts:**

Are there any potential
data protection impacts
as a result of this report
Y/N No.

If Yes, please confirm that
a Data Protection Impact
Assessment (DPIA) has
been carried out N/a.

9 Recommendation

The Committee is asked to note the contents of this report.

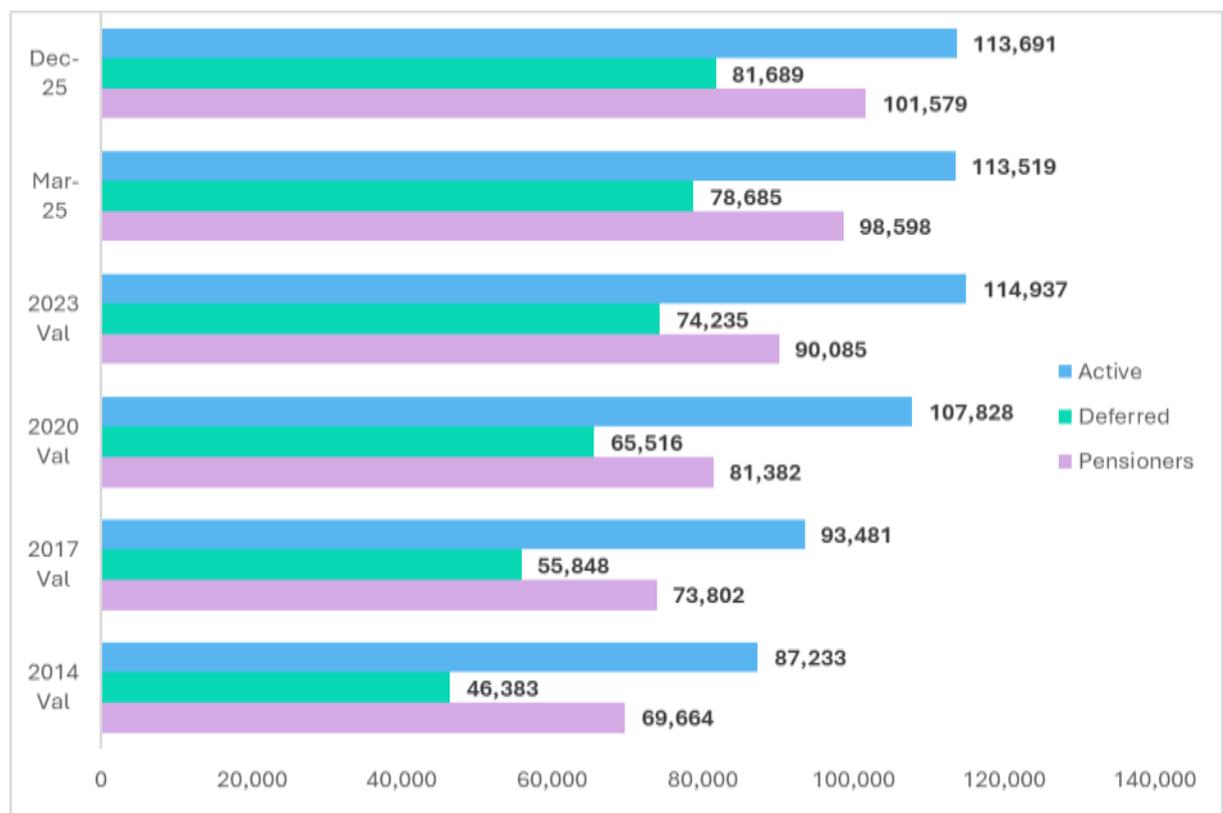
Appendices

Appendix 1 Membership – Additional Analysis

Membership – Additional Analysis

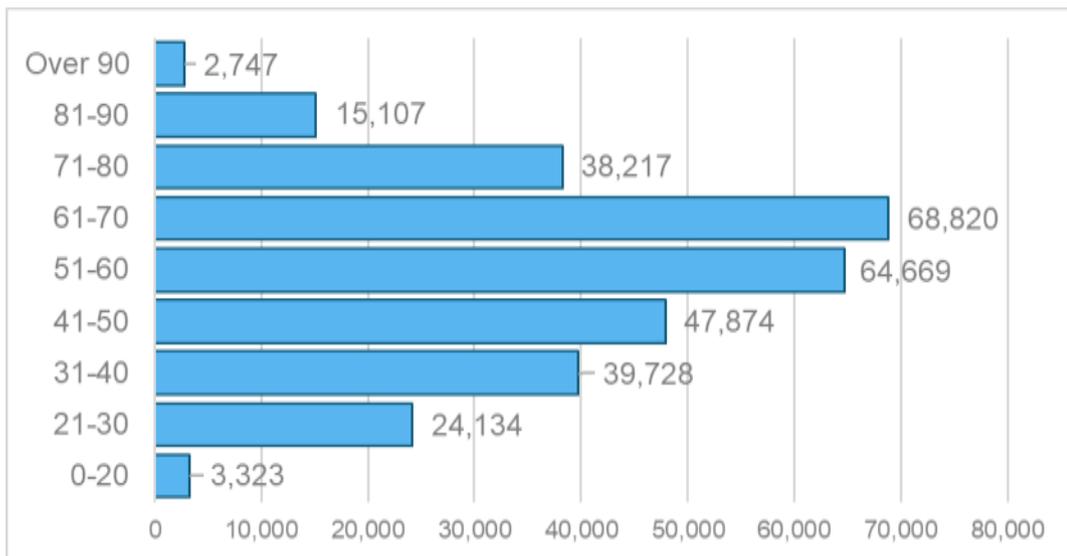
Longer-Term Trends

This chart shows changes in membership since the 2014 actuarial valuation. All categories of membership increased steadily between the 2014 and 2023 actuarial valuations. Since then, the trend appears to have changed: active membership reduced for 2 consecutive years to March 2025 (in spite of an influx of new members in 2024/25 from SFRS consolidation); deferred and pensioner membership have continued to grow, as has total membership. Active membership had grown over the previous two quarters as a result of auto enrolment, but has slightly decreased this quarter and still remains below the level at the 2023 actuarial valuation. The future trend is uncertain.



Total Members by Current Age

This illustrates the broad age span of SPF membership.



Average Age of Members

