

Quarterly Administration Report

London Pensions Fund Authority

1 July - 30 September 2024

OUR CORE VALUES

This administration report is produced in accordance with the Service Level Agreement (SLA) for the provision of pension administration services.

The report describes the performance of Local Pensions Partnership Administration (LPPA) against the standards set out in the SLA.

Within LPPA, our values play a fundamental role in guiding our behaviour as we grow our pensions services business and share the benefits with our Clients.



STATUTORY DEADLINES

 COMPLETED
  DUE

	Apr 24	May 24	Jun 24	Jul 24	Aug 24	Sep 24	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25	Mar 25
Annual Benefit Statement and Newsletter to Deferred Members					✓							
Pension Increases		✓										
P60s and Newsletter to Pensioners		✓										
Annual Benefit Statement and Newsletter to Active Members					✓							
Pension Saving Statements												

EXECUTIVE SUMMARY

Forward thinking...
Working together...
Doing the right thing...
Committed to excellence...

This performance report covers the reporting period of Q2 2024/25 (July – September 2024)

Casework SLA performance

Overall operational casework performance was 97.9% against overall Service Level Agreements (SLAs) for the quarter. Focus continues to be on driving further improvements to the member experience.

Contact Centre

Contact Centre wait times have been consistently under the targeted 4-minute wait time with an average wait time over the quarter of 2 minutes 14 seconds.

Satisfaction scores

The majority of those surveyed about their retirement experience do not respond. Of those that responded to the survey, customer satisfaction was 37.5% for Actives into Retirement and 69.2% for Deferred into Payment. Low survey responses can lead to high volatility in the satisfaction scores.

Contact Centre satisfaction now includes both overall satisfaction and satisfaction with the individual call handler that the member spoke to. Satisfaction with the individual call handler is typically higher than overall satisfaction, with satisfaction rates for the quarter at 93.5% and 76.3% respectively.

Statutory deadlines

All regulatory and statutory deadlines due in the reporting period were met including:

- Production and distribution of Annual Benefit Statements (ABS) for active and deferred members for the 31 August deadline.

Outlook

Activity levels are, and are expected to remain high, due to:

- Embedding of monthly returns for all employers and managing the associated spikes in work driven by the late and concentrated submission of monthly return files from some employers
- Efficiency and Service Improvement Programme (ESIP) of work.
- Activity to continue to improve the member experience in key areas.
- Significant regulatory change including implementation of McCloud remedy and the Pensions Dashboard.
- Preparation for LG valuation data submission in 2025.



Fund Membership

In this section...

- Total fund membership
- Current age demographic

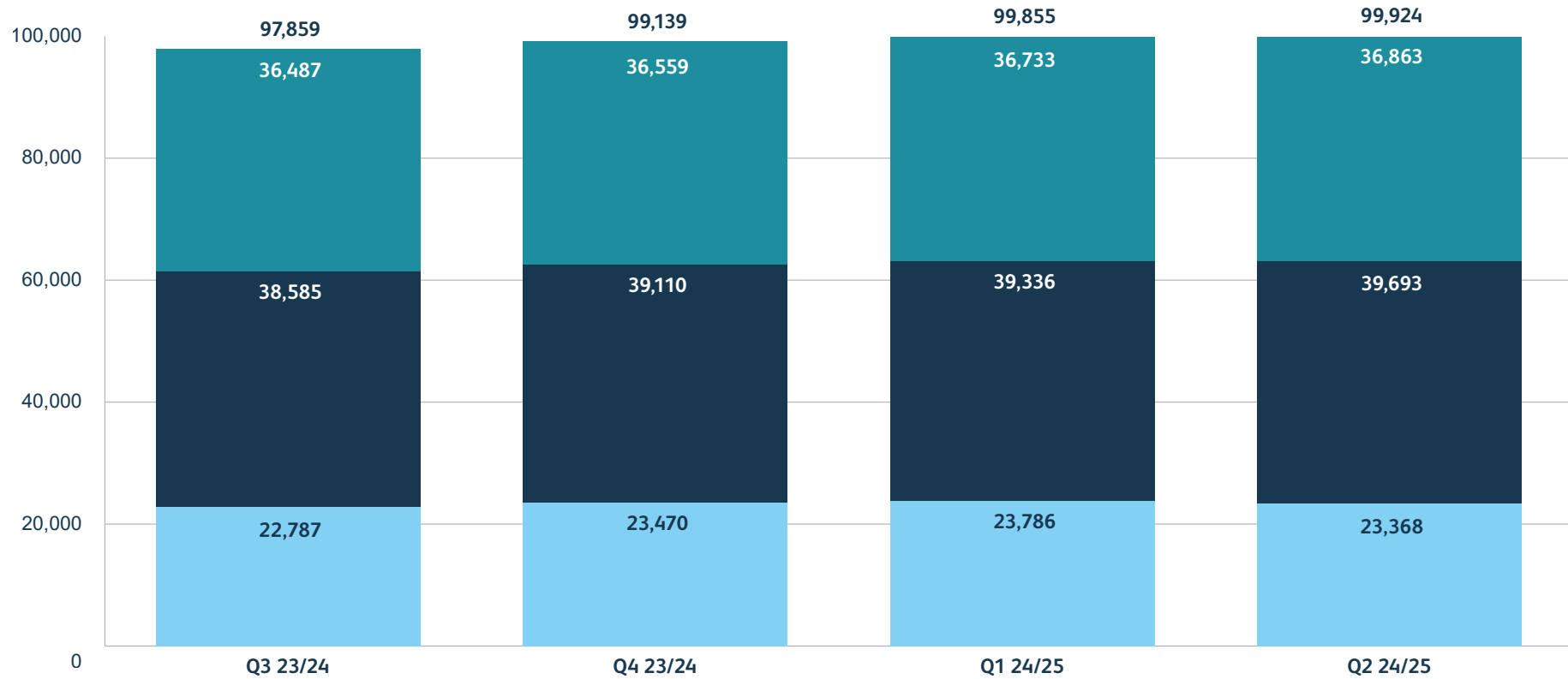
TOTAL FUND MEMBERSHIP



TOTAL FUND MEMBERSHIP

CLIENT SPECIFIC

Active Contributors Deferred Beneficiaries Pensioners & Dependants



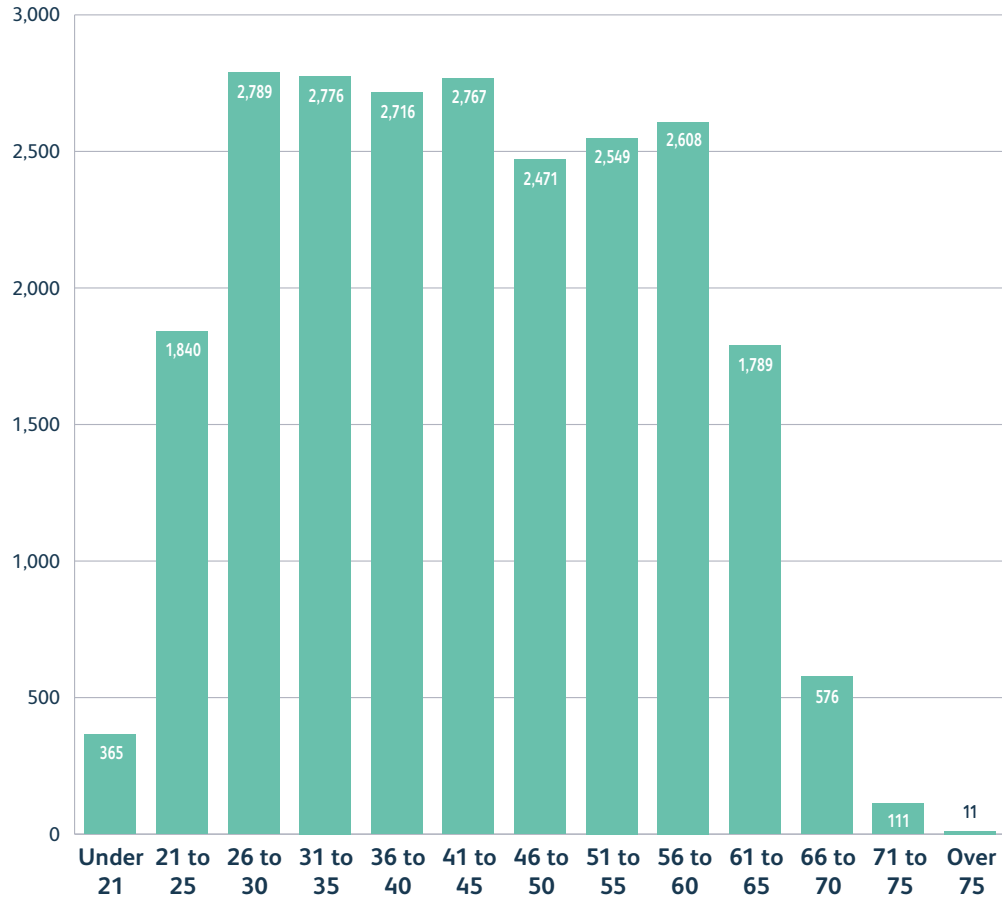
TOTAL FUND MEMBERSHIP



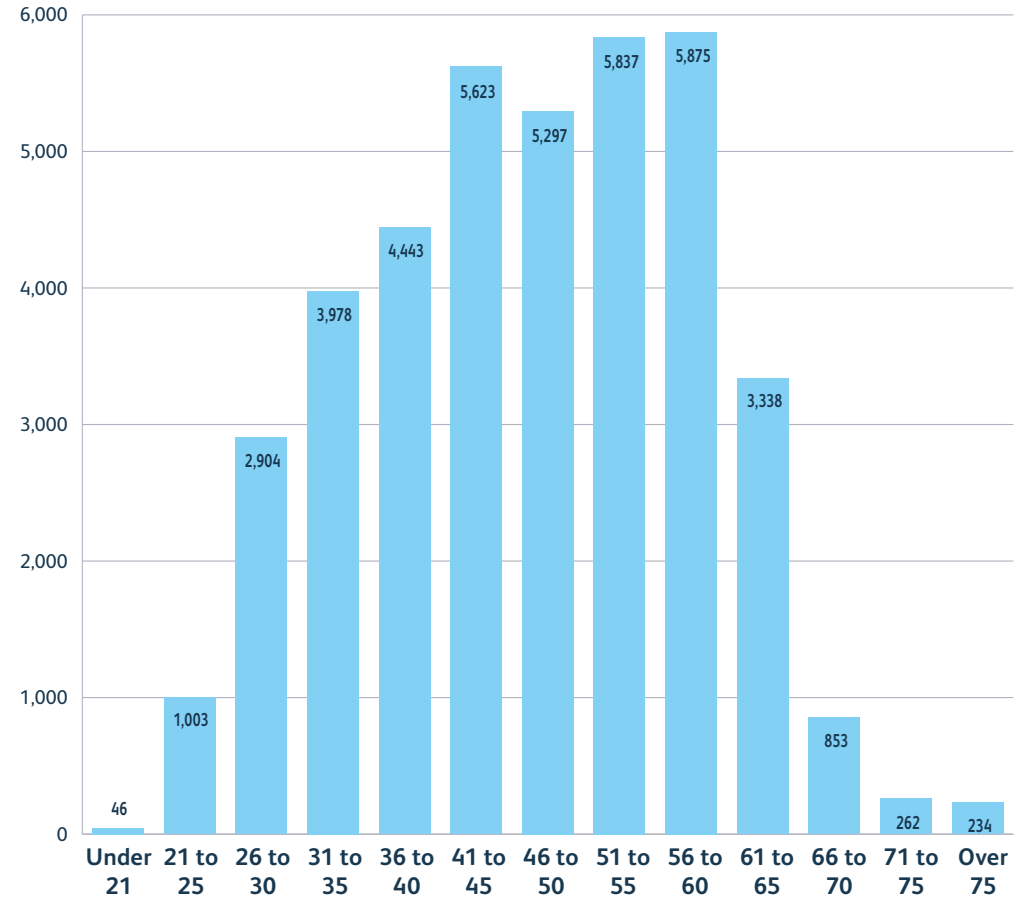
CURRENT AGE DEMOGRAPHIC

CLIENT SPECIFIC

Active



Deferred

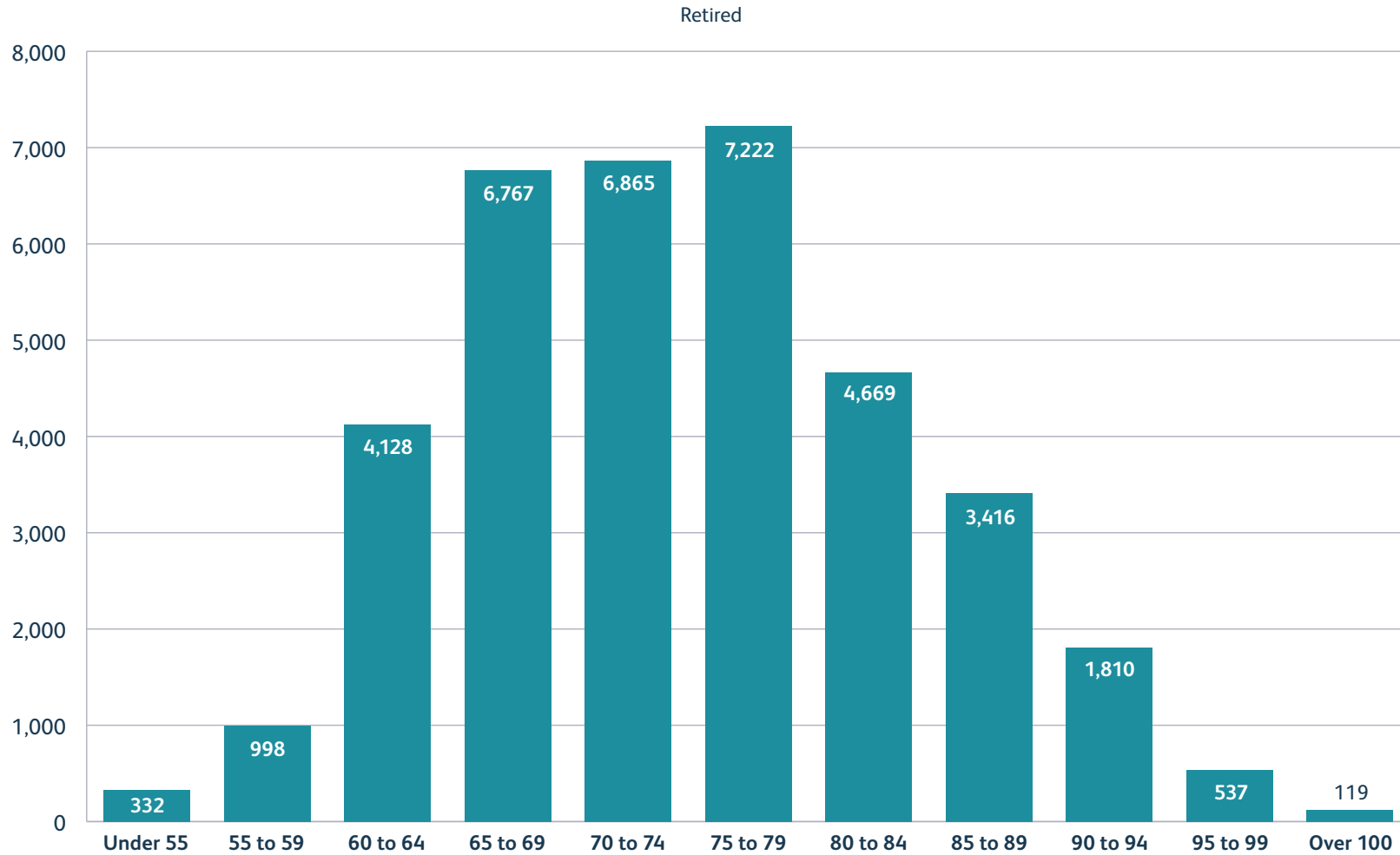


TOTAL FUND MEMBERSHIP



CURRENT AGE DEMOGRAPHIC

CLIENT SPECIFIC



Casework Performance

In this section...

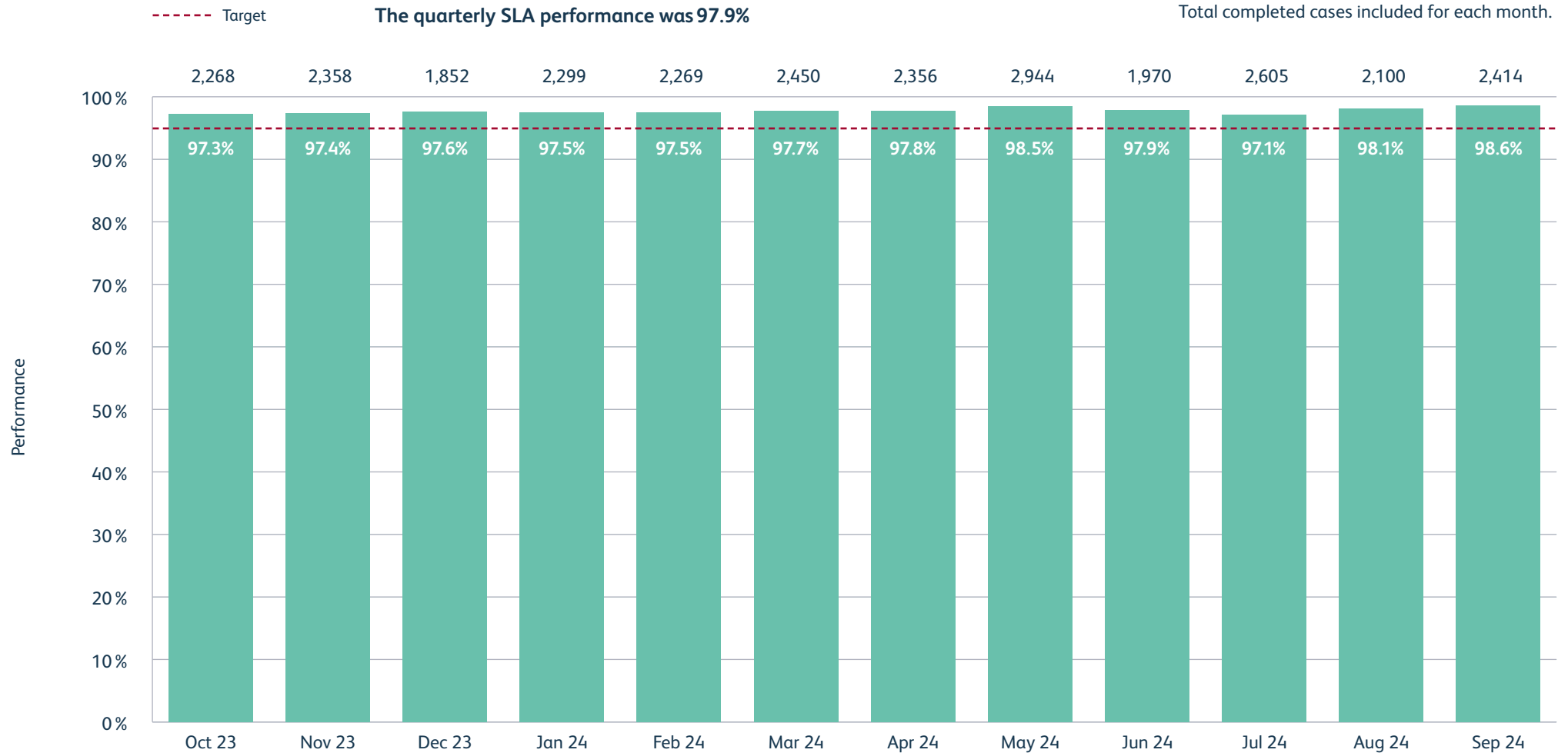
- Performance – all cases
- Performance standard

CASEWORK PERFORMANCE



PERFORMANCE – ALL CASES

CLIENT SPECIFIC



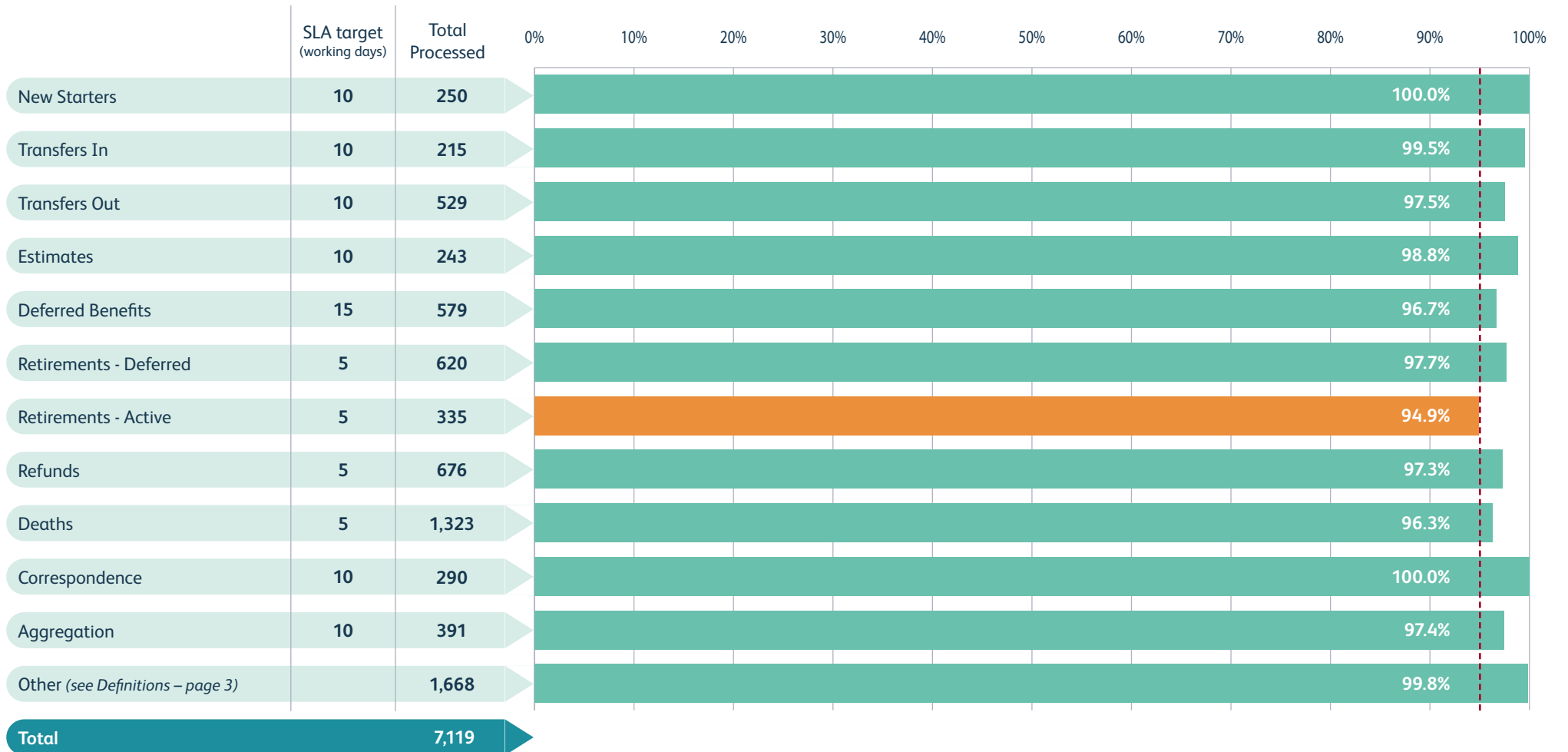
CASEWORK PERFORMANCE



PERFORMANCE STANDARD

CLIENT SPECIFIC

----- Target (95%)





Member Online Portal

In this section...

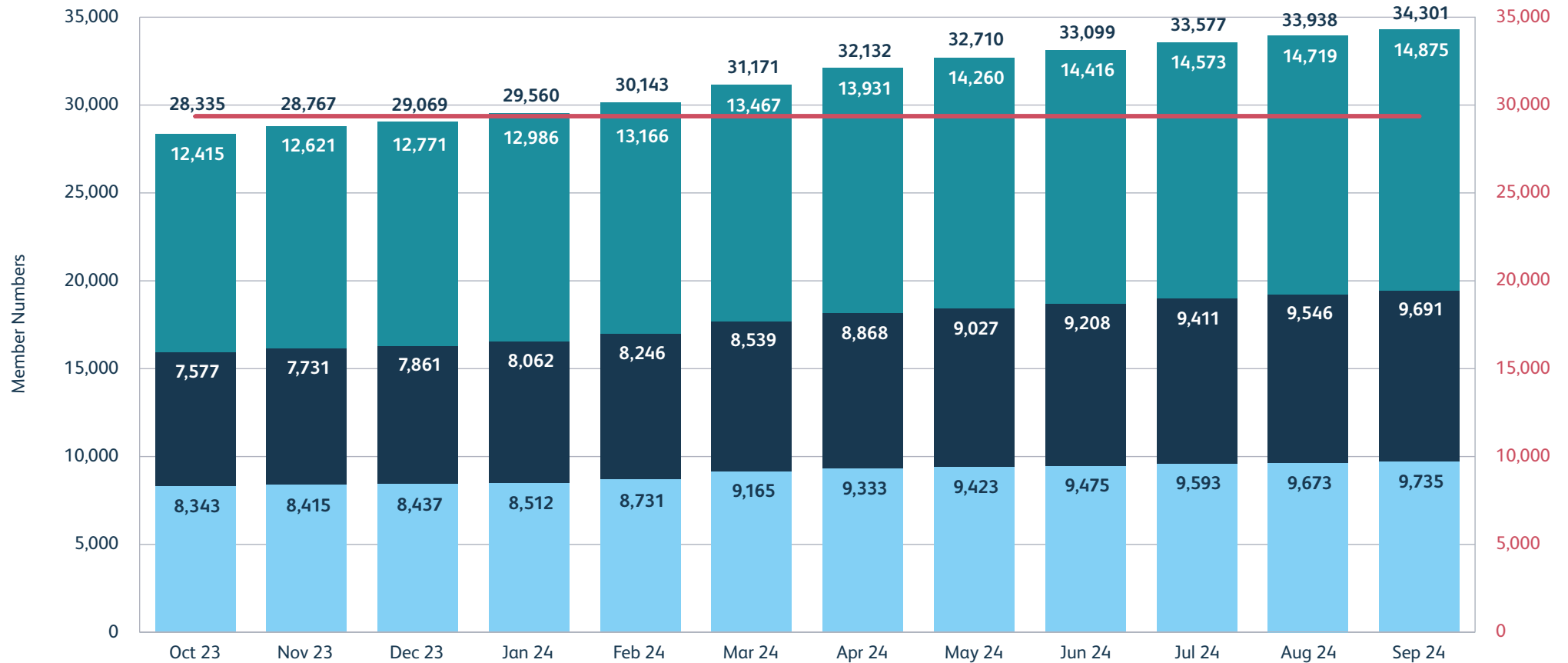
- Total members registered

▾ TOTAL MEMBERS REGISTERED

CLIENT SPECIFIC

Active Deferred Pensioner

— 29,340 (previous My Pension Online registrations as of Feb 2022)



Employer Engagement & Member Communication Activity

In this section...

- Delivered
- Scheduled

EMPLOYER ENGAGEMENT & COMMUNICATION ACTIVITY

DELIVERED

ALL LPPA

- Member training sessions were delivered, including Making Sense of Your (LGPS) Pension, and Making Sense of Your Retirement.
- Employer training sessions were successfully delivered including:
 - Monthly Returns (successfully submitting files and resolving data queries)
 - LGPS Scheme Essentials (including support with calculating final pay, CARE pay and assumed pensionable pay)
 - Scheme Leavers (support with submitting leaver details using the employer portal)
 - Employer Responsibilities (support with ongoing pension administration responsibilities)
 - Absence and Ill Health (support with managing different types of absence in the LGPS)
- The 2024 Active and Deferred online newsletter was issued to members which communicated how they can access their 2024 ABS.
- An employer email was issued to confirm how to update LPPA on role changes in the Monthly Return file.
- McCloud Remedy web pages were updated on the LPPA website to reflect national guidance.
- Pension Pulse, the LPPA employer newsletter, was issued in July and September, with the latter including features on:
 1. The LPPA Employer Forum
 2. Flexible Retirement
 3. Monthly Returns
 4. Employer Toolkit
 5. The Pensions Dashboard.

- The LPPA member letters project was ongoing, with key letters reviewed / updated (retirements, bereavements, early leavers and complaints). Retirement letters were reviewed by the Plain English Campaign and awarded their 'Crystal Mark' (seal of approval for the clarity of a document).
- LPPA were shortlisted in the LAPF Investment Awards (2024), as a finalist in the Pensions Administration Award, which celebrates achievements within the administration sector of the Local Government Pension Scheme.
- The LPPA online employer toolkit was updated to provide ABS communications for employers to use for internal communications.
- Annual Allowance and Pension Saving Statement communications were issued to eligible members.
- A redundancy page was added to the LPPA website, with links from the redundancy calculator on PensionPoint.

SCHEDULED

ALL LPPA

- The letter review project is ongoing, with bereavement, aggregation and early leavers letters scheduled to be reviewed.
- Employer Portal enhancements are planned for testing and implementation, including the bulk management of worktray queries, and improvements to the user-experience.
- Further improvements will be made to the LPPA pensions website.

Data Quality

In this section...

- Common data
- Scheme specific data

END OF QUARTER DATA QUALITY

(TPR SCORES)

COMMON DATA

CLIENT SPECIFIC

Data Item	Active	Deferred	Pensioner / Dependant
Invalid or temporary NI number	60	145	57
Duplicate effective date in status history	3	101	64
Gender is not male or female	42	4	0
Duplicate entries in status history	64	133	83
Missing (or known false) date of birth	0	0	0
Date joined scheme is greater than first status entry	34	40	4
Missing surname	0	0	0
Incorrect gender for member's title	0	0	0
Invalid date of birth	13	0	0
No entry in the status history	8	1	0
Last entry in status history does not match current status	163	47	39
Member has no address	189	2,036	131
Missing forename(s)	0	0	0
Missing state retirement date	42	4	0
Missing postcode	182	2,104	150
Missing date joined pensionable service	2	1	0
Total fails	802	4,616	528
Individual fails	551	2,434	330
Total members	23,368	39,693	36,863
Accuracy rate	97.6%	93.9%	99.1%
Total accuracy rate			96.7%



SCHEME SPECIFIC DATA

CLIENT SPECIFIC

Data Item	Fails
Divorce records	0
Transfer in	248
AVCs/additional contributions	117
Deferred benefits	20
Tranches (DB)	412
Gross pension (pensioners)	52
Tranches (pensioners)	791
Gross pension (dependants)	23
Tranches (dependants)	122
Date of leaving	1,211
Date joined scheme	1,224
Employer details	4
Salary	1,362
Crystallisation	432
CARE data	415
CARE revaluation	6
Annual allowance	2,446
LTA factors	937
Date contracted out	428
Pre-88 GMP	1,675
Post-88 GMP	882
Total fails	12,807
Individual fails	9,308
Total members	99,924
Accuracy rate	90.7%

LPP

Local Pensions Partnership
Administration