

Quarterly Administration Report

London Pensions Fund Authority

1 October - 31 December 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 Q3 2024/25 (October – December 2024)

Casework SLA performance

Overall operational casework performance was 97.8% 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 44 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 65.9% for Actives into Retirement and 74.5% for Deferred into Retirement. 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 95.2% and 78.2% respectively.

Statutory deadlines

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

- Production and distribution of Pensions Savings Statements (PSS) by the 6 October 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...

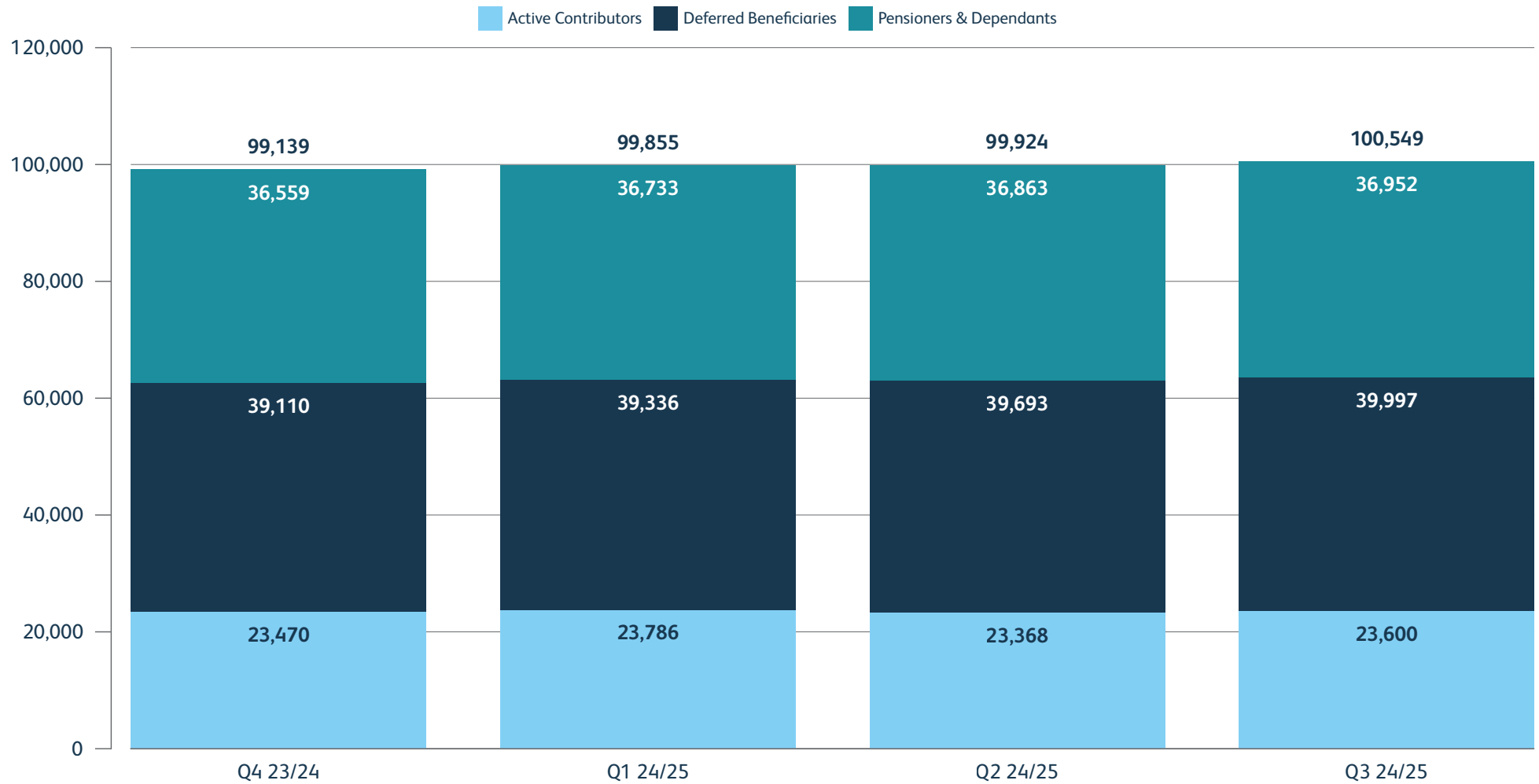
- Total fund membership
- Current age demographic

TOTAL FUND MEMBERSHIP



TOTAL FUND MEMBERSHIP

CLIENT SPECIFIC

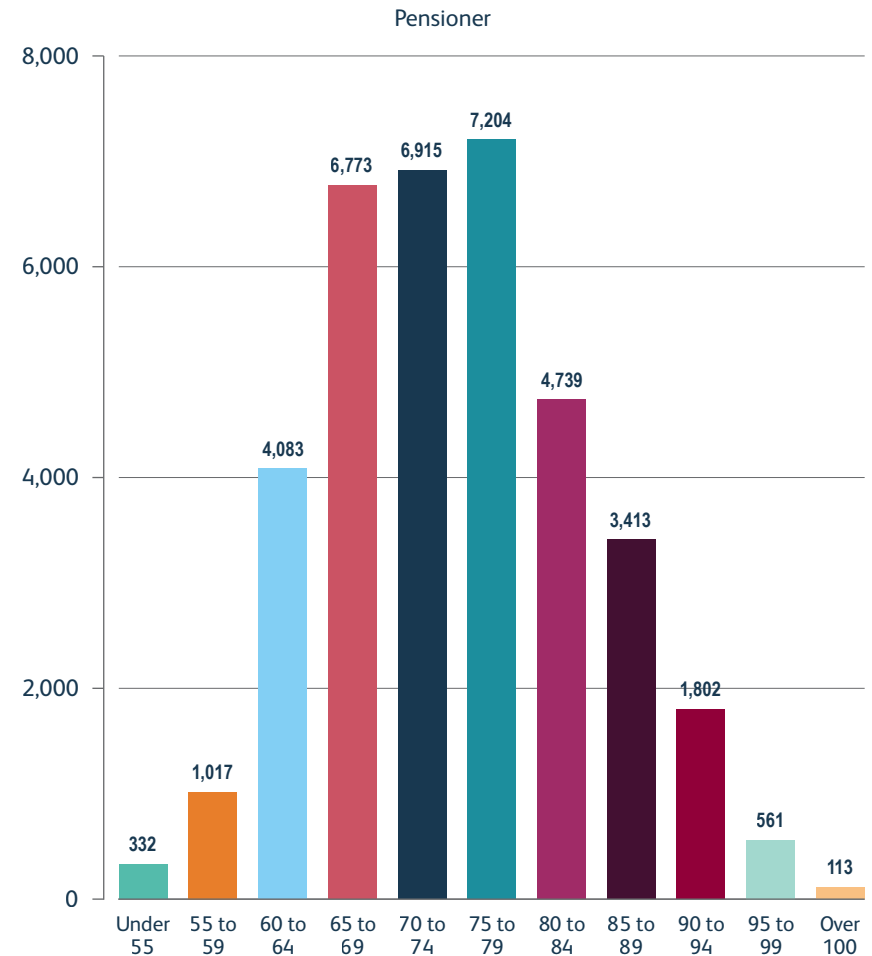
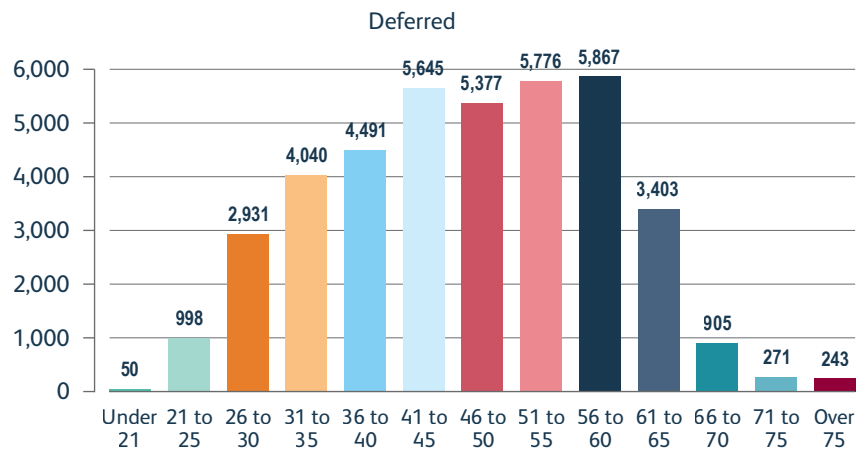
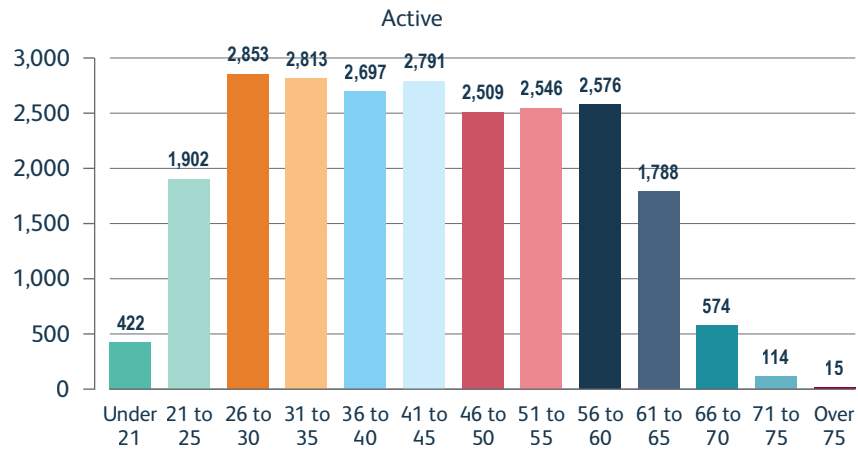


TOTAL FUND MEMBERSHIP



CURRENT AGE DEMOGRAPHIC

CLIENT SPECIFIC



Casework Performance

In this section...

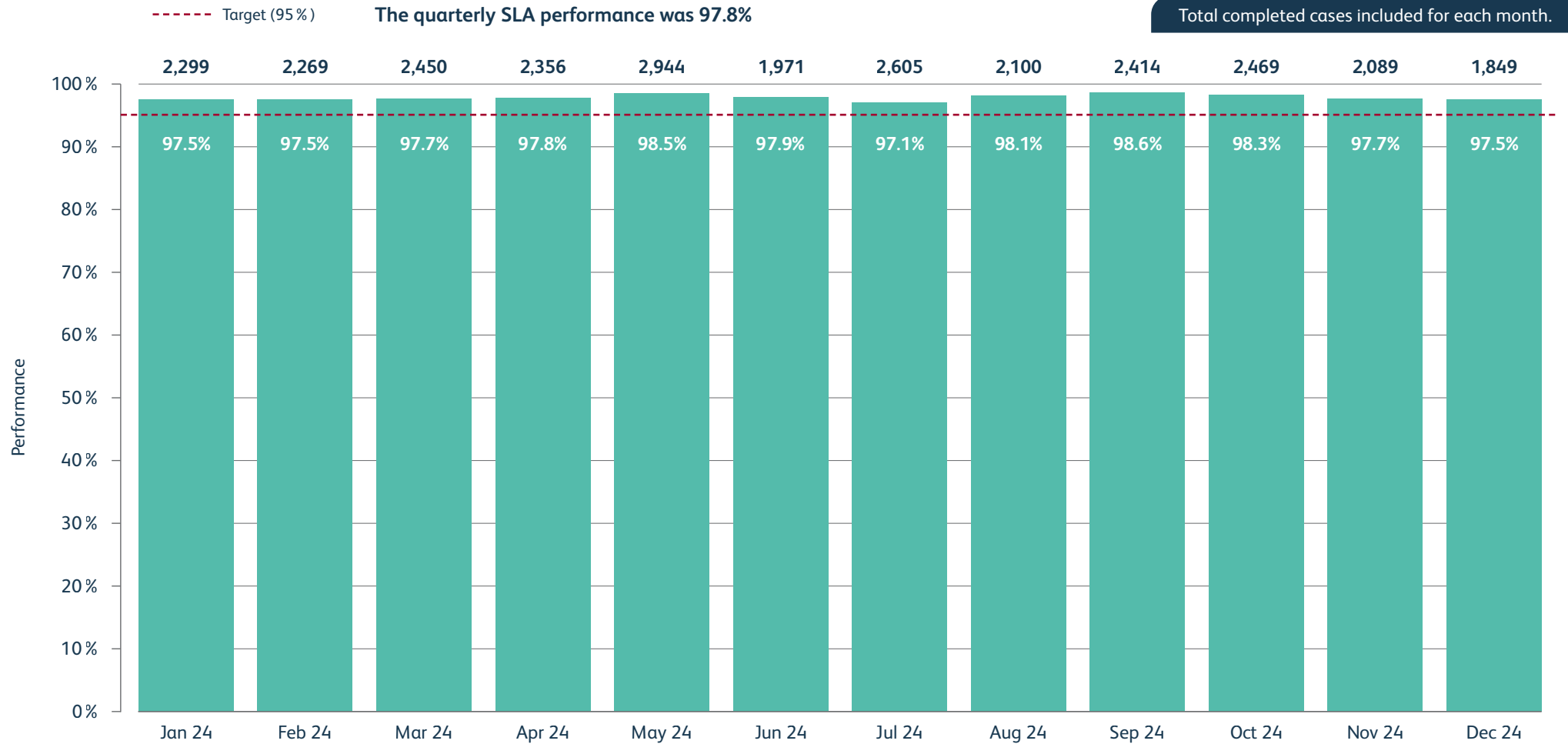
- Performance – all cases
- Performance standard

CASEWORK PERFORMANCE



PERFORMANCE – ALL CASES

CLIENT SPECIFIC



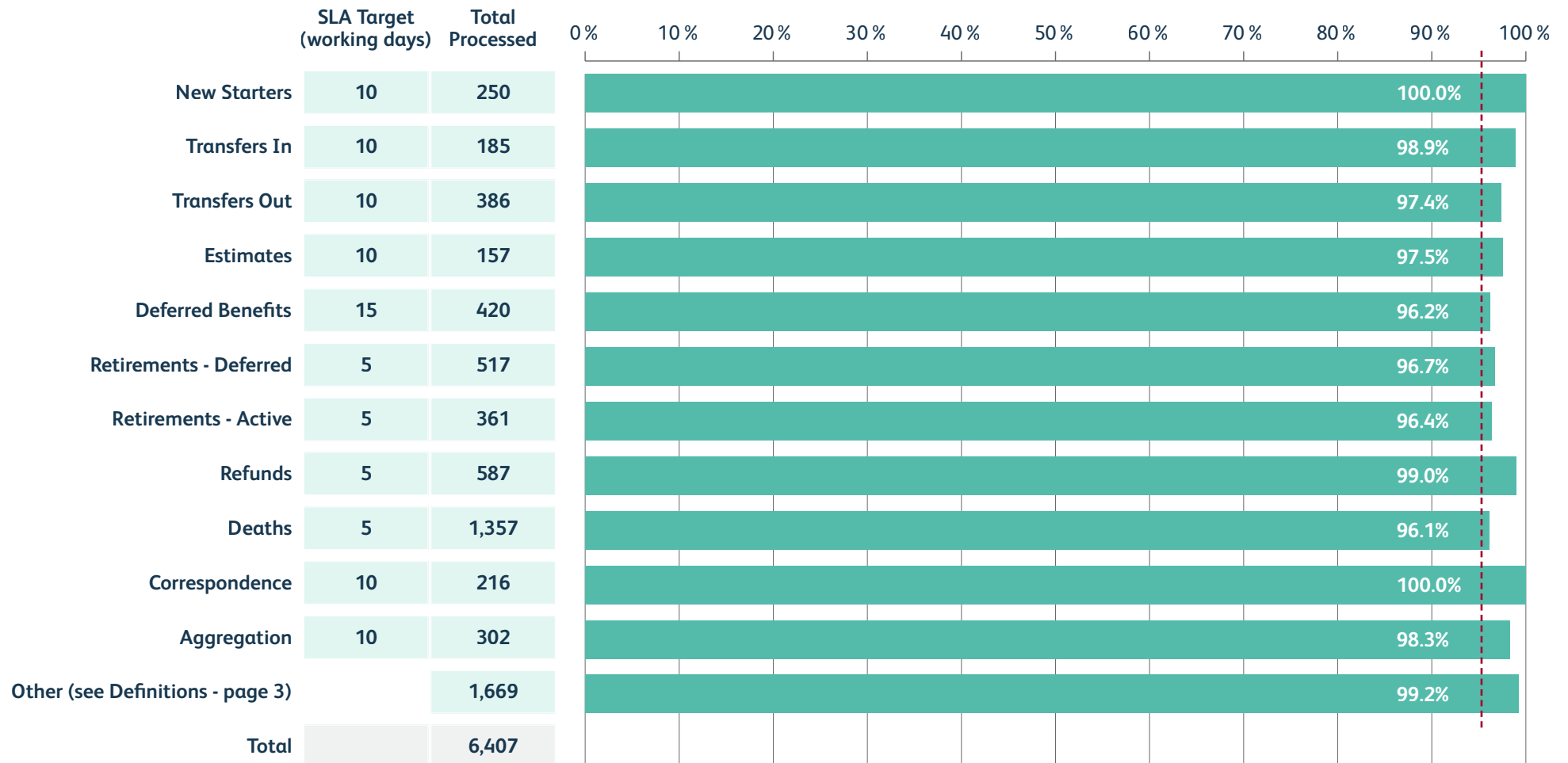
CASEWORK PERFORMANCE



PERFORMANCE STANDARD

CLIENT SPECIFIC

----- Target (95%)





Member Online Portal

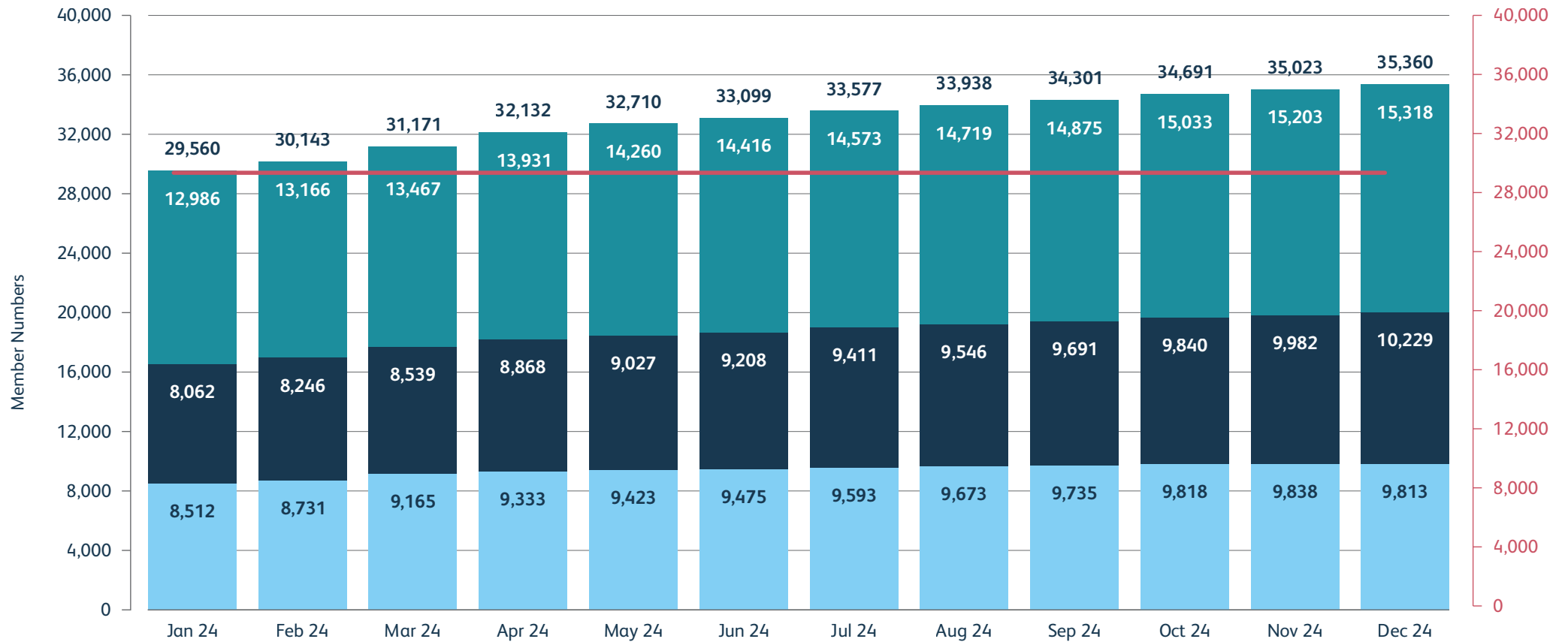
In this section...

- 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)
 - Employer Responsibilities (support with ongoing pension administration responsibilities)
 - Absence and Ill Health (support with managing different types of absence in the LGPS)
- Annual Allowance and Pension Saving Statement communications were issued to eligible members.
- Monthly Return reminders were issued, which included details of the 2025 triennial valuation (the importance of accurate and up-to-date data files, and the potential impact on employer contributions).
- Employers were issued an email with information on preparing for the triennial valuation (this included details on submitting pending leaver forms, and an invitation to sign up for additional training).
- Member communications were added to the LPPA website to coincide with national 'Get Online Week' campaign, with features on PensionPoint.
- The annual LPPA client forum (hybrid) took place in November, which was attended by representatives from all LG clients.

- The LPPA website was updated in Q3:
 - a. The complaints section was improved based on updates to the process provided by The Pension Ombudsman.
 - b. Information on divorce (and related pension queries)
 - c. Information on pension credits
 - d. Our pension scams webpage area was updated, including new videos
 - e. Information on employer administration responsibilities.
- Pension Pulse (employer newsletter) was issued in December with features on:
 - a. Assumed Pensionable Pay (what it is, what to do, how to calculate it)
 - b. 2025 triennial valuation (what you need to do)
 - c. Academy school conversions (why LPPA need to know)
 - d. LGA bulletins, and LPPA training sessions (how to book)
 - e. Regular monthly updates (the importance of on-time leaver notifications, monthly return deadlines etc).

SCHEDULED

ALL LPPA

- Employer communications highlighting deadlines for the submission of outstanding monthly returns will be issued, as the end of the 2024 / 25 financial year approaches.
- Pension Pulse (employer newsletter) will be issued in January with a key focus on employer responsibilities prior to the triennial valuation in 2025, and the potential impact on the actuarial process and employer contributions.
- 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	72	146	59
Duplicate effective date in status history	3	87	62
Gender is not Male or Female	36	6	0
Duplicate entries in status history	75	122	84
Missing (or known false) Date of Birth	0	0	0
Date Joined Scheme greater than first status entry	33	42	4
Missing Surname	0	0	0
Incorrect Gender for members title	0	0	0
Invalid Date of Birth	14	0	0
No entry in the status history	5	1	0
Last entry in status history does not match current status	159	43	38
Member has no address	165	2,021	134
Missing Forename(s)	0	0	0
Missing State Retirement Date	36	6	0
Missing postcode	158	2,134	156
Missing Date Joined Pensionable Service	2	1	0
Total Fails	758	4,609	537
Individual Fails	545	2,456	338
Total Members	23,600	39,997	36,952
Accuracy Rate	97.7%	93.9%	99.1%
Total accuracy rate			96.7%



SCHEME SPECIFIC DATA

CLIENT SPECIFIC

Data Item	Fails
Divorce Records	0
Transfer In	250
AVCs/Additional Contributions	114
Deferred Benefits	15
Tranches (DB)	0
Gross Pension (Pensioners)	48
Tranches (Pensioners)	0
Gross Pension (Dependants)	27
Tranches (Dependants)	121
Date of Leaving	1,294
Date Joined Scheme	1,308
Employer Details	4
Salary	1,274
Crystallisation	433
CARE Data	404
CARE Revaluation	6
Annual Allowance	2,231
LTA Factors	1,017
Date Contracted Out	426
Pre-88 GMP	1,681
Post-88 GMP	902
Total Fails	11,555
Individual Fails	8,347
Total Members	100,549
Accuracy Rate	91.7%

LPP

Local Pensions Partnership
Administration