

Quarterly Administration Report

London Pensions Fund Authority

1 January - 31 March 2025

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 Q4 2024/25 (January – March 2025)

Casework SLA performance

Overall operational casework performance was 99.0% 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 3 minutes 1 second.

Satisfaction scores

The majority of those surveyed about their retirement experience do not respond. Of those that responded to the survey, customer satisfaction was 56.8% for Actives into Retirement and 78.3% 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 92.4% and 79.6% respectively.

Statutory deadlines

There were no regulatory and statutory deadlines due in the reporting period.

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...

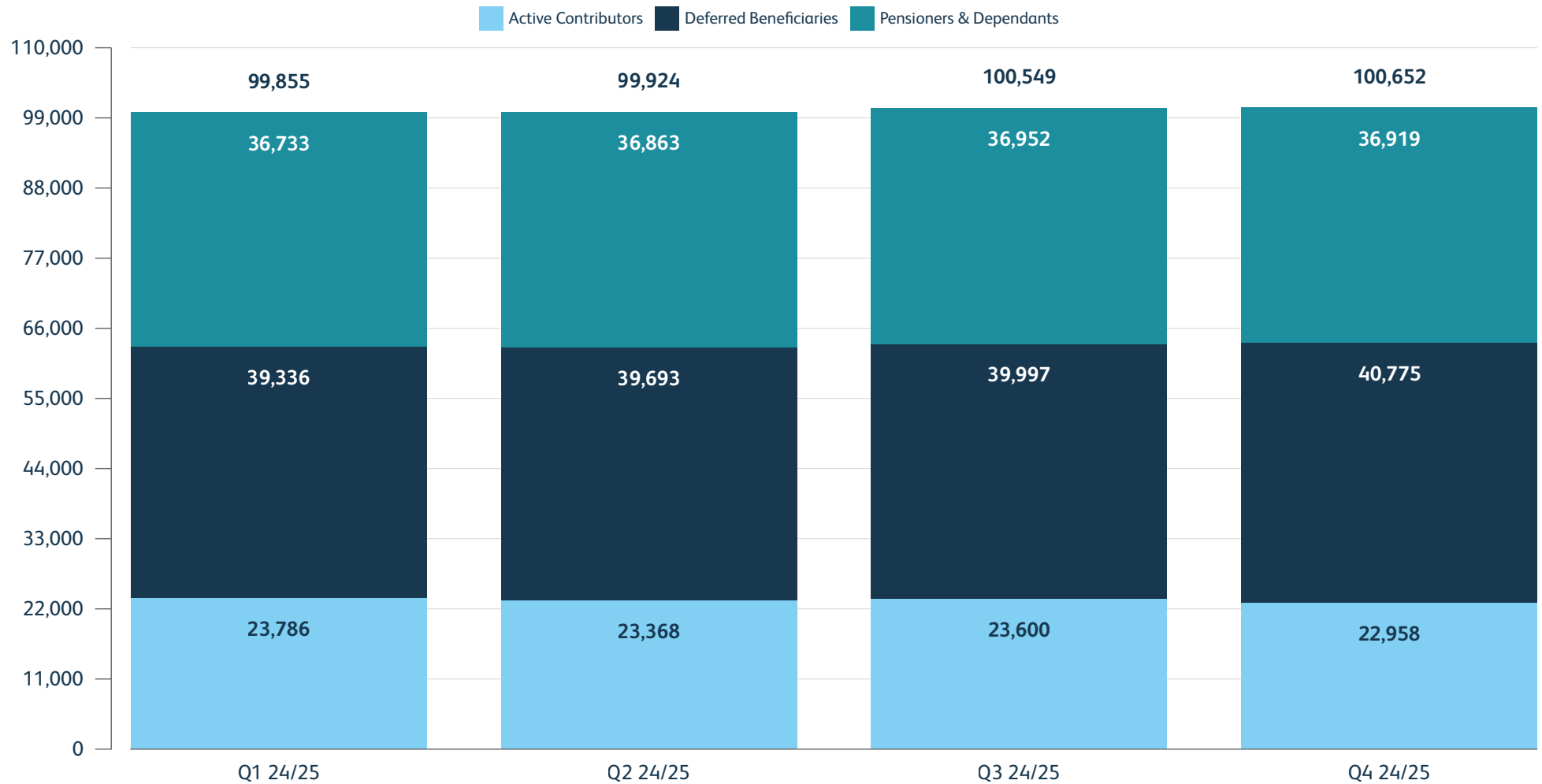
- Total fund membership
- Current age demographic

TOTAL FUND MEMBERSHIP



TOTAL FUND MEMBERSHIP

CLIENT SPECIFIC

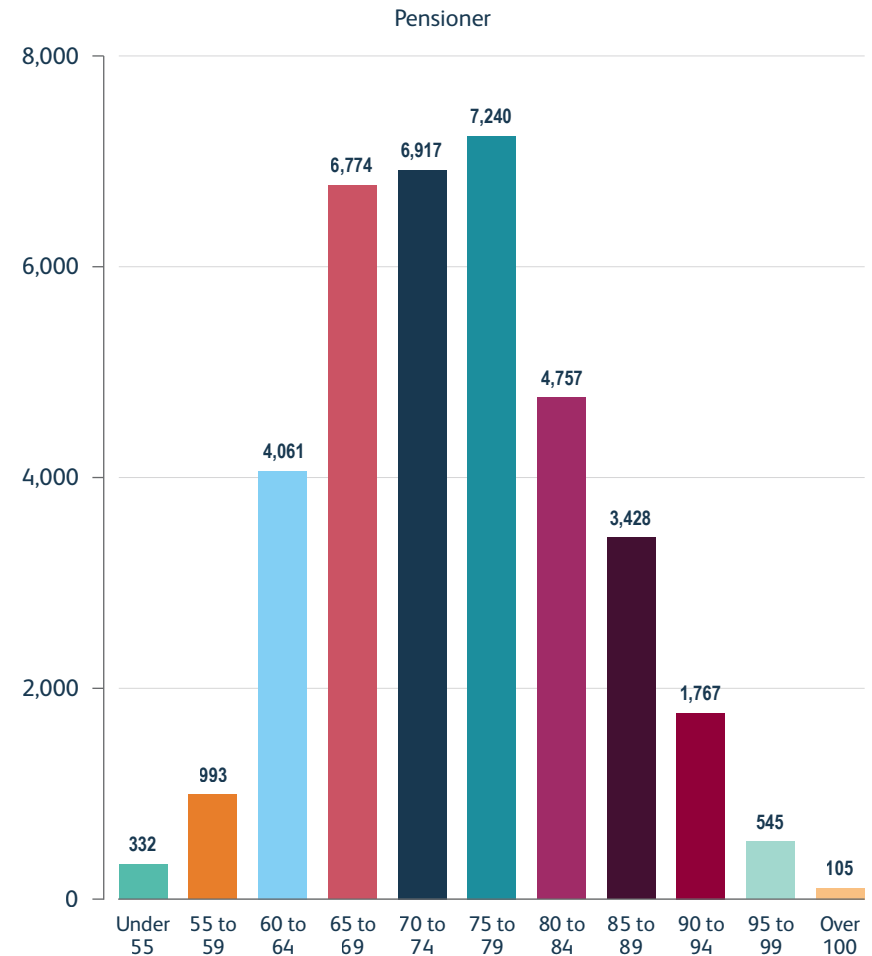
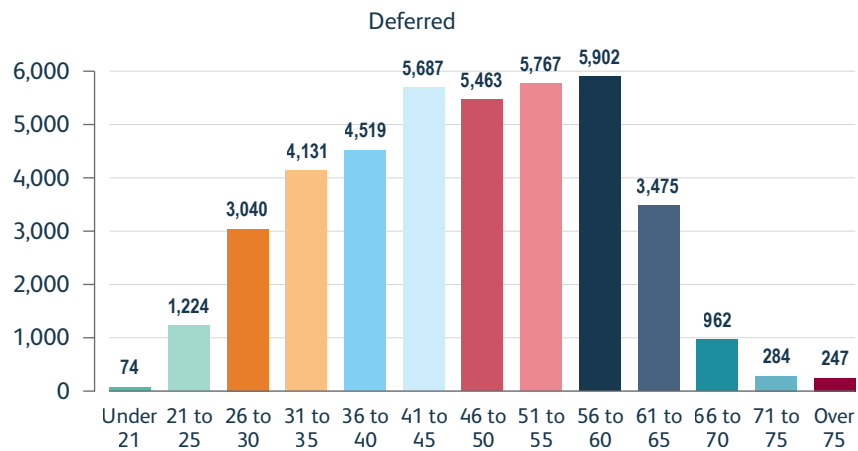
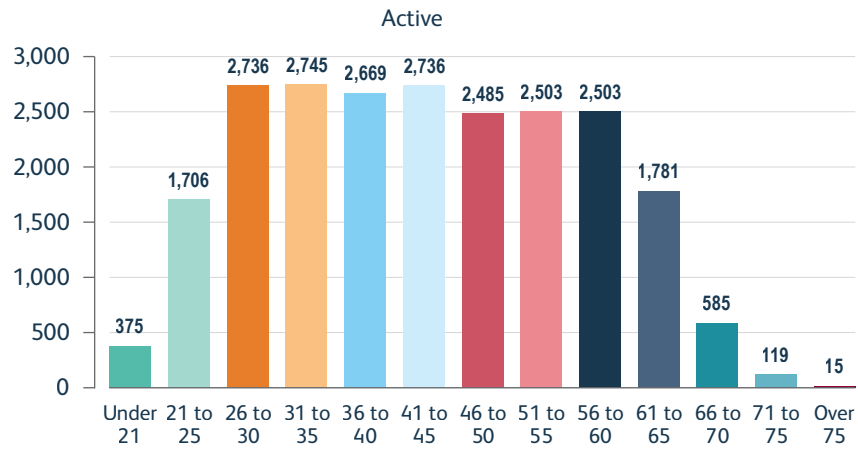


TOTAL FUND MEMBERSHIP



CURRENT AGE DEMOGRAPHIC

CLIENT SPECIFIC



Casework Performance

In this section...

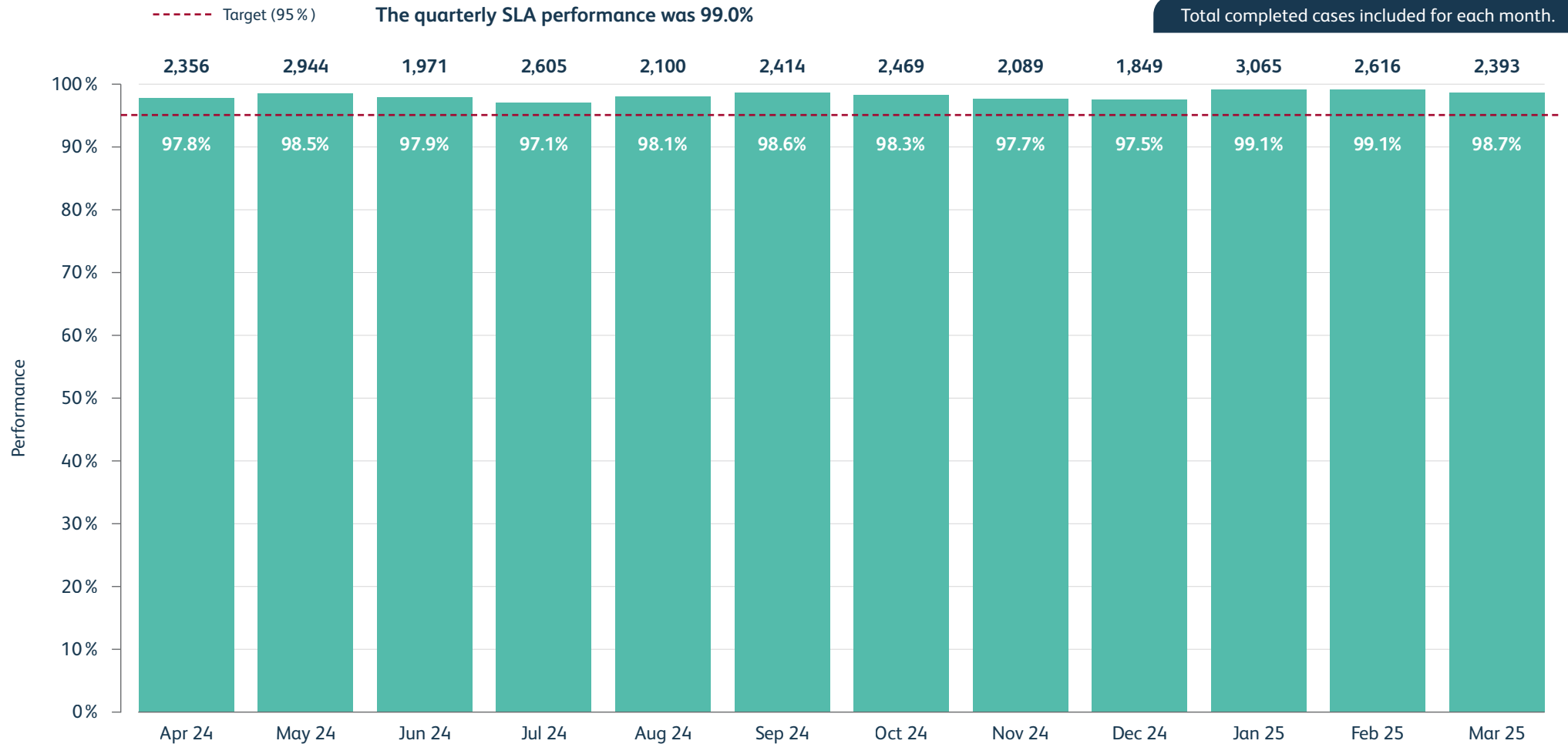
- Performance – all cases
- Performance standard

CASEWORK PERFORMANCE



PERFORMANCE – ALL CASES

CLIENT SPECIFIC



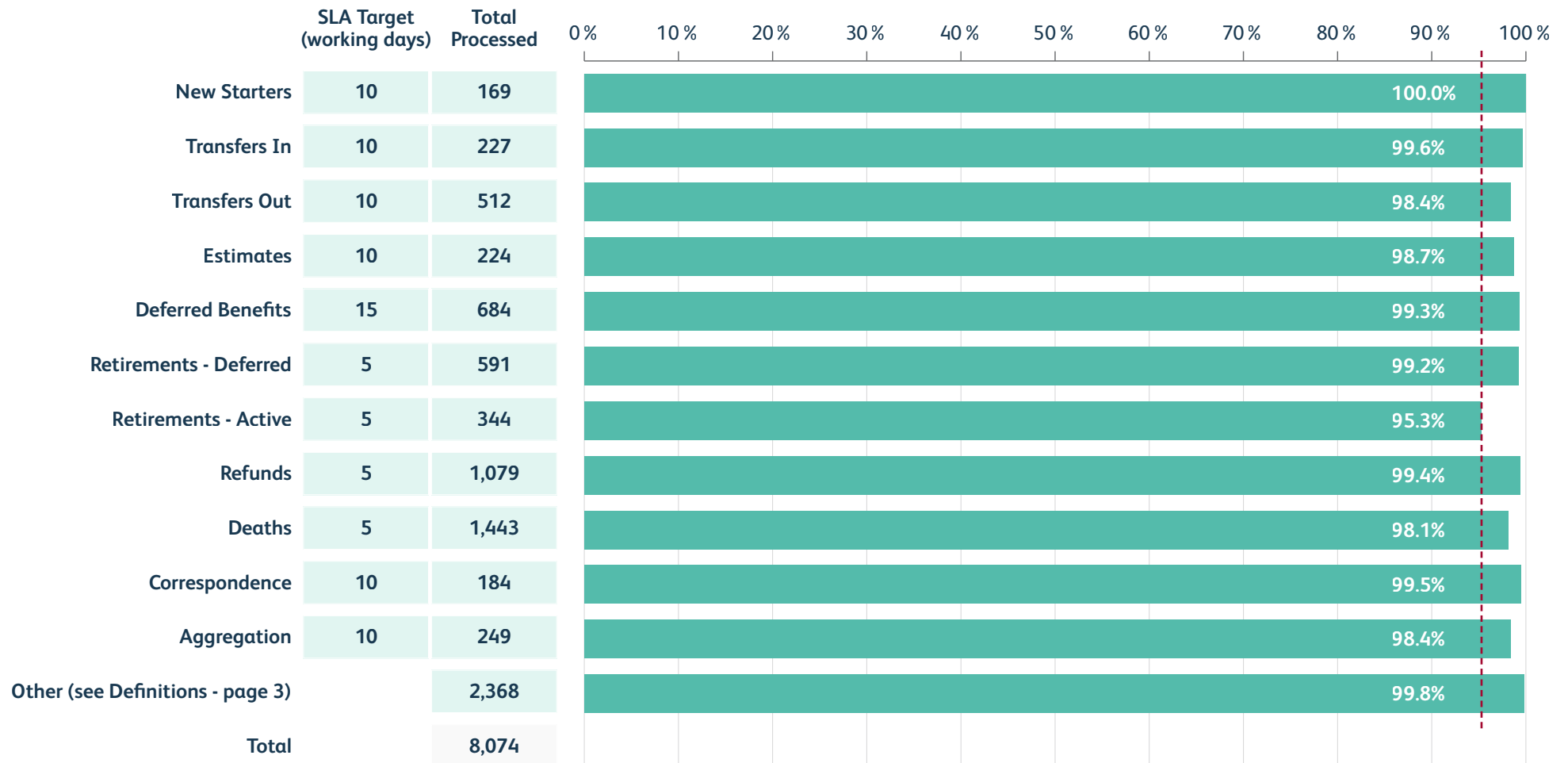
CASEWORK PERFORMANCE



PERFORMANCE STANDARD

CLIENT SPECIFIC

----- Target (95%)





Member Online Portal

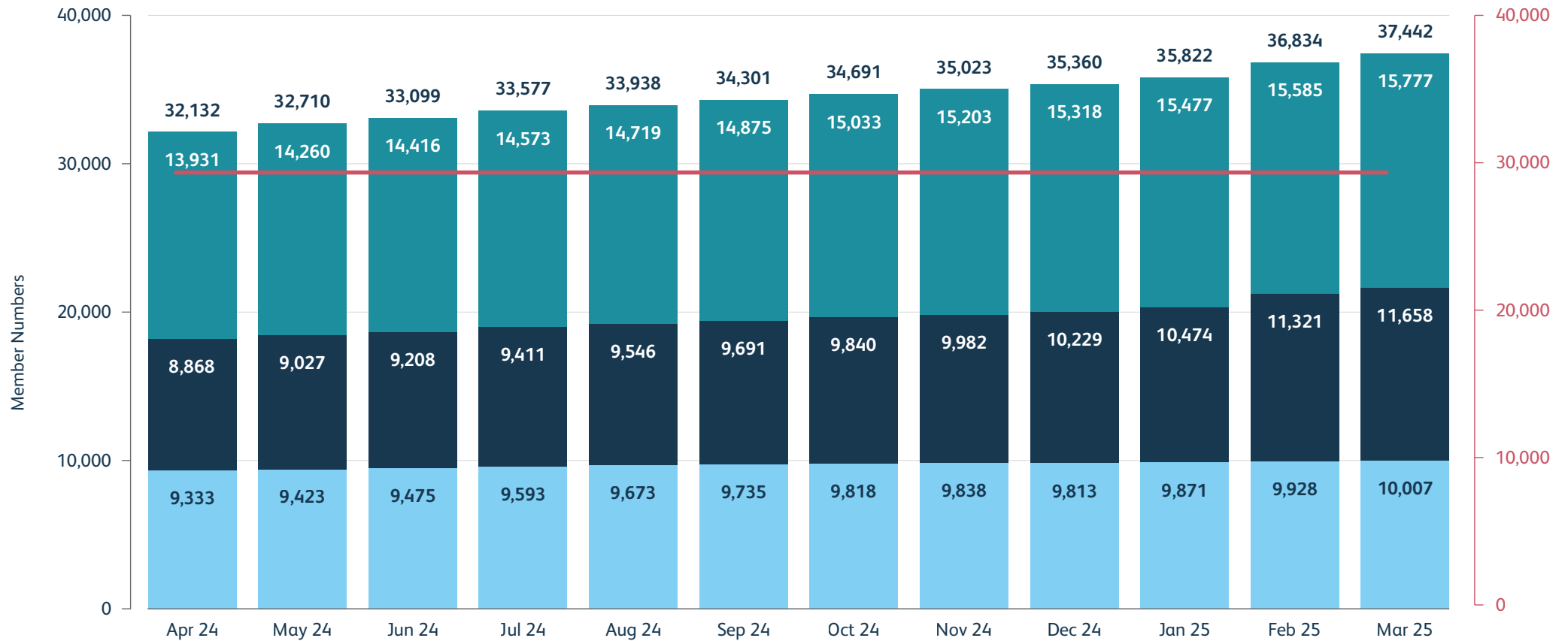
In this section...

- 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 (to support new joiners in understanding their LGPS pension), and Making Sense of Your Retirement (to prepare members in their plans for retirement).
- Training sessions were successfully delivered to support employers 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)
- Emails were issued to all LGPS employers (“Help Us to Improve the Retirement Process for your Employees”) to help communicate the leaver process, and the impact that timeliness accuracy of data submission can have on the member experience:
 - a. Leaver forms should be submitted to LPPA at least 30 days before a member’s retirement date.
 - b. Estimated final pay figures can be include in the leaver form, in the absence of confirmed final pay)
 - c. Details of which ‘Reasons for Leaving’ still require a leaver form to be submitted (and for other reasons, that they can be included as part of the monthly data return).
- Further Monthly Return reminders were issued, including details of the 2025 valuation (the importance of accurate and up-to-date data files, and the possible impact on employer contributions of non-submission)

- Information on the McCloud Remedy was updated on the LPPA website for LGPS members.
- The LPPA website was updated in Q4 to include self-serve information on:
 - a. Transferring in / out of the LGPS
 - b. Contribution refunds
 - c. 2025 LGPS valuation (for employers)
 - d. Understanding your Benefits
 - e. Notifying LPPA of a bereavement
 - f. Retirements (updates to AVC information)
 - g. Pension Increases and CARE revaluation.
- Pension Pulse (employer newsletter) was issued in Q4 with features on:
 - a. LGPS valuation 2025
 - b. Monthly returns and Annual Benefit Statements (2024/25)
 - c. Ongoing updates on the latest employer training, monthly submission deadlines and retirement leaver notifications (submission at least 30 days in advance of the retirement date)

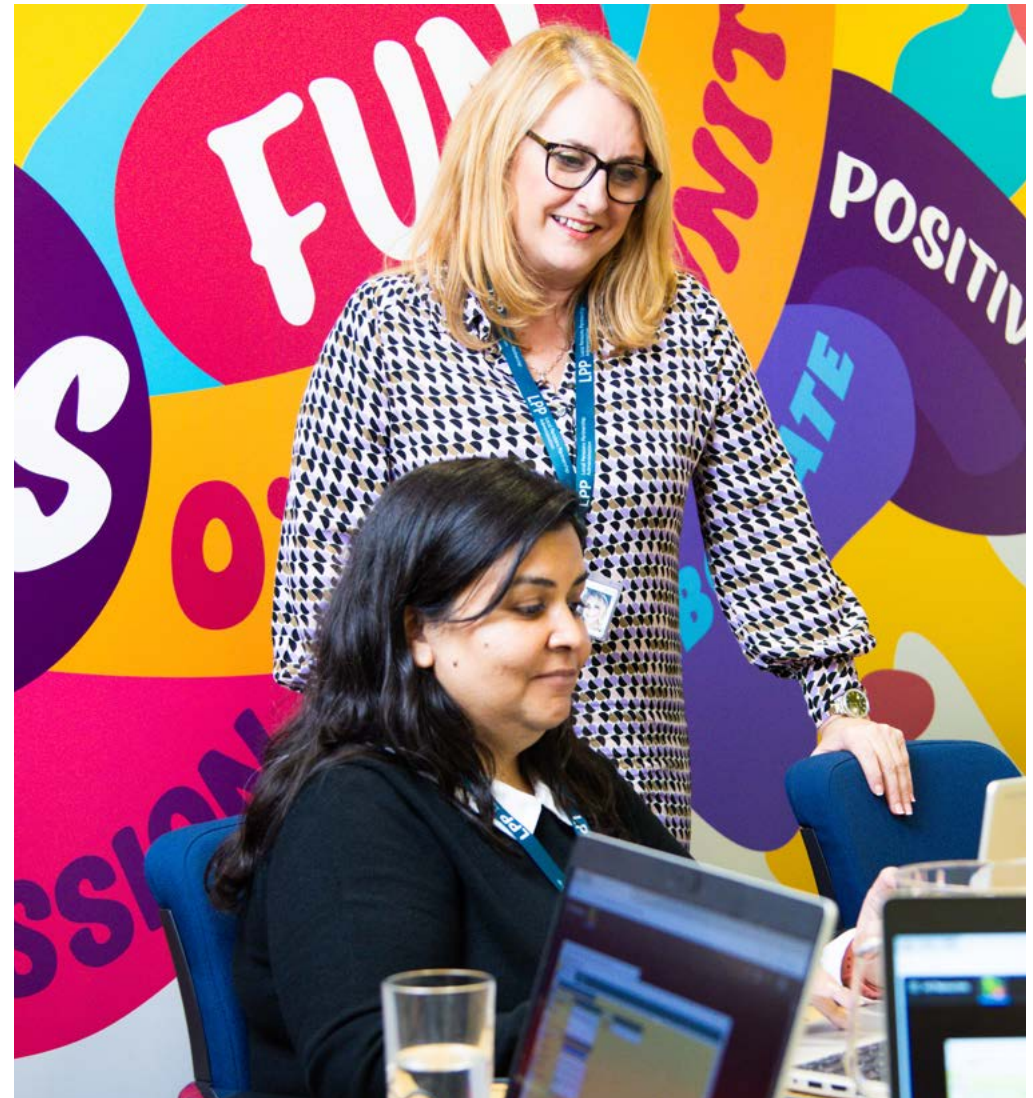


EMPLOYER ENGAGEMENT & COMMUNICATION ACTIVITY

▾ SCHEDULED

ALL LPPA

- The annual, online newsletter will be published on the LPPA website, and emails issued to retired members of the LGPS. The newsletter will focus on accessing 2024/25 P60 documents, pension pay dates for 2025/26 and information on the McCloud remedy.
- Further Pension Pulse (employer newsletter) communications will be issued in Q1 with a focus on the 'employer toolkit', and resources that can be used to increase active member engagement with their LGPS pension.
- Work will continue at pace to ensure that communications are issued to LGPS members impacted by McCloud remedy, ahead of the statutory deadline (31 August 2025)
- 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	57	158	49
Duplicate effective date in status history	1	23	16
Gender is not Male or Female	28	12	0
Duplicate entries in status history	83	71	60
Missing (or known false) Date of Birth	0	0	0
Date Joined Scheme greater than first status entry	31	35	4
Missing Surname	0	0	0
Incorrect Gender for members title	0	0	0
Invalid Date of Birth	19	0	0
No entry in the status history	3	1	0
Last entry in status history does not match current status	101	43	20
Member has no address	148	1,996	134
Missing Forename(s)	0	0	0
Missing State Retirement Date	28	12	0
Missing postcode	138	2,107	156
Missing Date Joined Pensionable Service	0	1	0
Total Fails	637	4,459	439
Individual Fails	459	2,390	285
Total Members	22,958	40,775	36,919
Accuracy Rate	98.0%	94.1%	99.2%
Total Accuracy Rate			96.9%



SCHEME SPECIFIC DATA

CLIENT SPECIFIC

Data Item	Fails
Divorce Records	0
Transfer In	249
AVCs/Additional Contributions	114
Deferred Benefits	5
Tranches (DB)	233
Gross Pension (Pensioners)	27
Tranches (Pensioners)	265
Gross Pension (Dependants)	23
Tranches (Dependants)	90
Date of Leaving	1,365
Date Joined Scheme	1,377
Employer Details	4
Salary	1,063
Crystallisation	425
CARE Data	270
CARE Revaluation	9
Annual Allowance	1,693
LTA Factors	1,083
Date Contracted Out	420
Pre-88 GMP	1,686
Post-88 GMP	931
Total Fails	11,332
Individual Fails	8,066
Total Members	100,652
Accuracy Rate	92.0%

LPP

Local Pensions Partnership
Administration