



LPP

Local Pensions Partnership
Administration

London Pensions Fund Authority

Quarterly Administration Report

1st January - 31st March 2024

lppapensions.co.uk

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.



ANNUAL PLAN

✓ COMPLETED 📅 DUE

	Apr 23	May 23	Jun 23	Jul 23	Aug 23	Sep 23	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24
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							✓					
HMRC Scheme Returns							✓					
IAS19 data				✓	✓				✓			✓

EXECUTIVE SUMMARY

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

This performance report covers the reporting period of Q4 2023/24 (January – March 2024)

Statutory deadlines

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

- IAS19 data

Casework SLA performance

Overall performance continues to be strong. Performance in the key areas of retirements and bereavements is now at or close to the 95 % target.

Satisfaction scores

Satisfaction scores across the Helpdesk and retirements are reported at client level. Low survey responses can lead to volatility. Improvements to member satisfaction is a key focus area.

Pensions Helpdesk

Helpdesk wait times have been consistently under the targeted 4 minute wait time. Both average wait time and call volumes are reported at client level. Abandoned calls percentage has also been consistently favourable to target. Abandoned rate is reported across all LPPA clients as we do not know which client a member was calling from until after a call has been accepted.



Fund Membership

In this section...

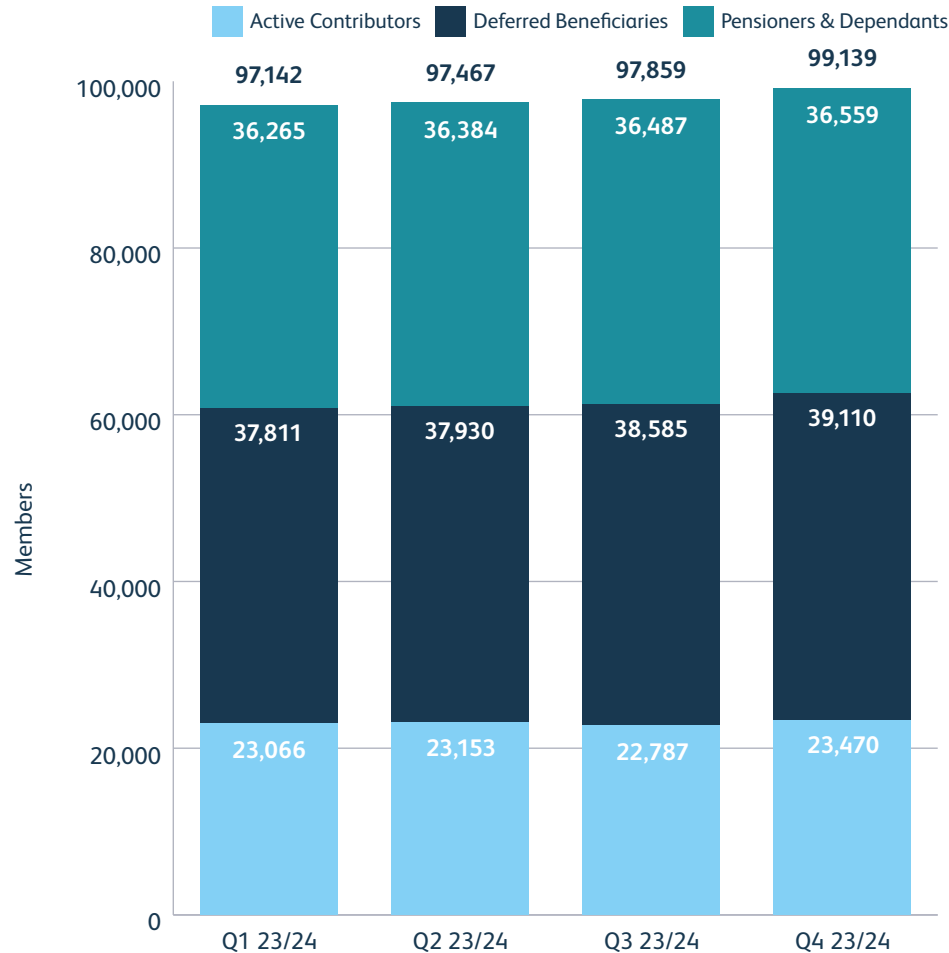
- Total fund membership
- Current age demographic

TOTAL FUND MEMBERSHIP



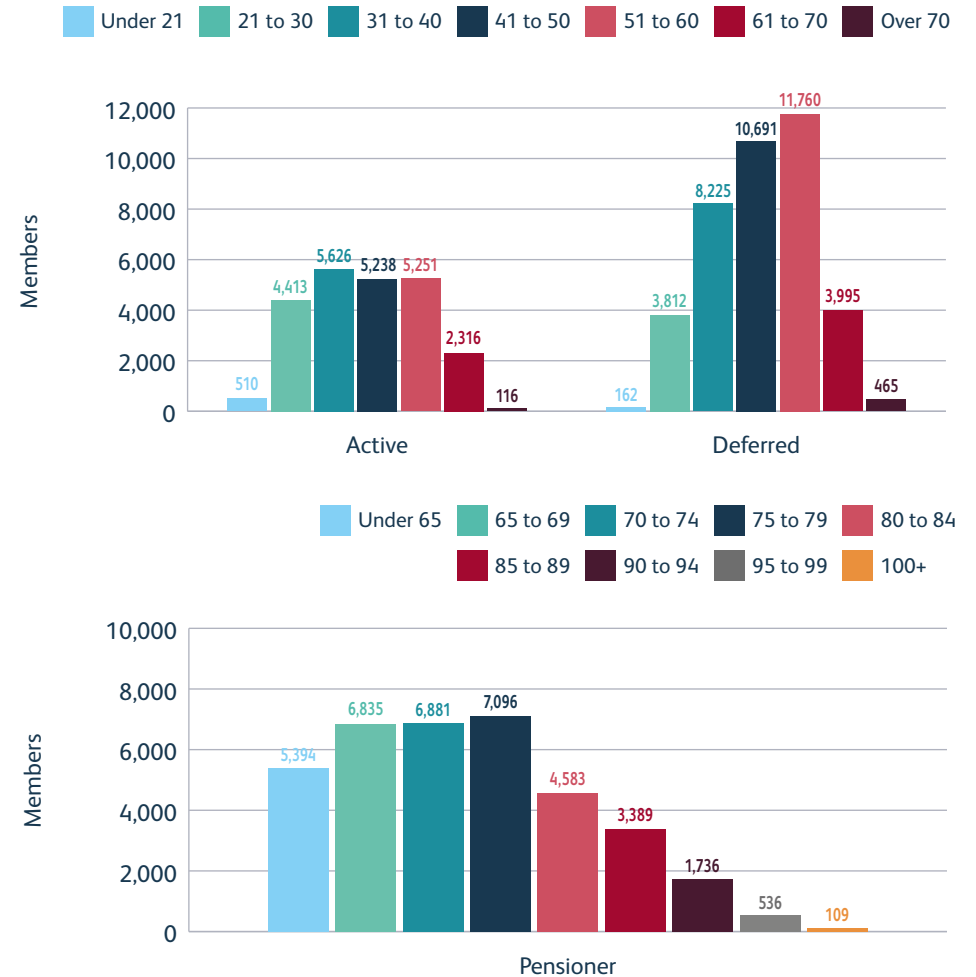
TOTAL FUND MEMBERSHIP

CLIENT SPECIFIC



CURRENT AGE DEMOGRAPHIC

CLIENT SPECIFIC



Casework Performance

In this section...

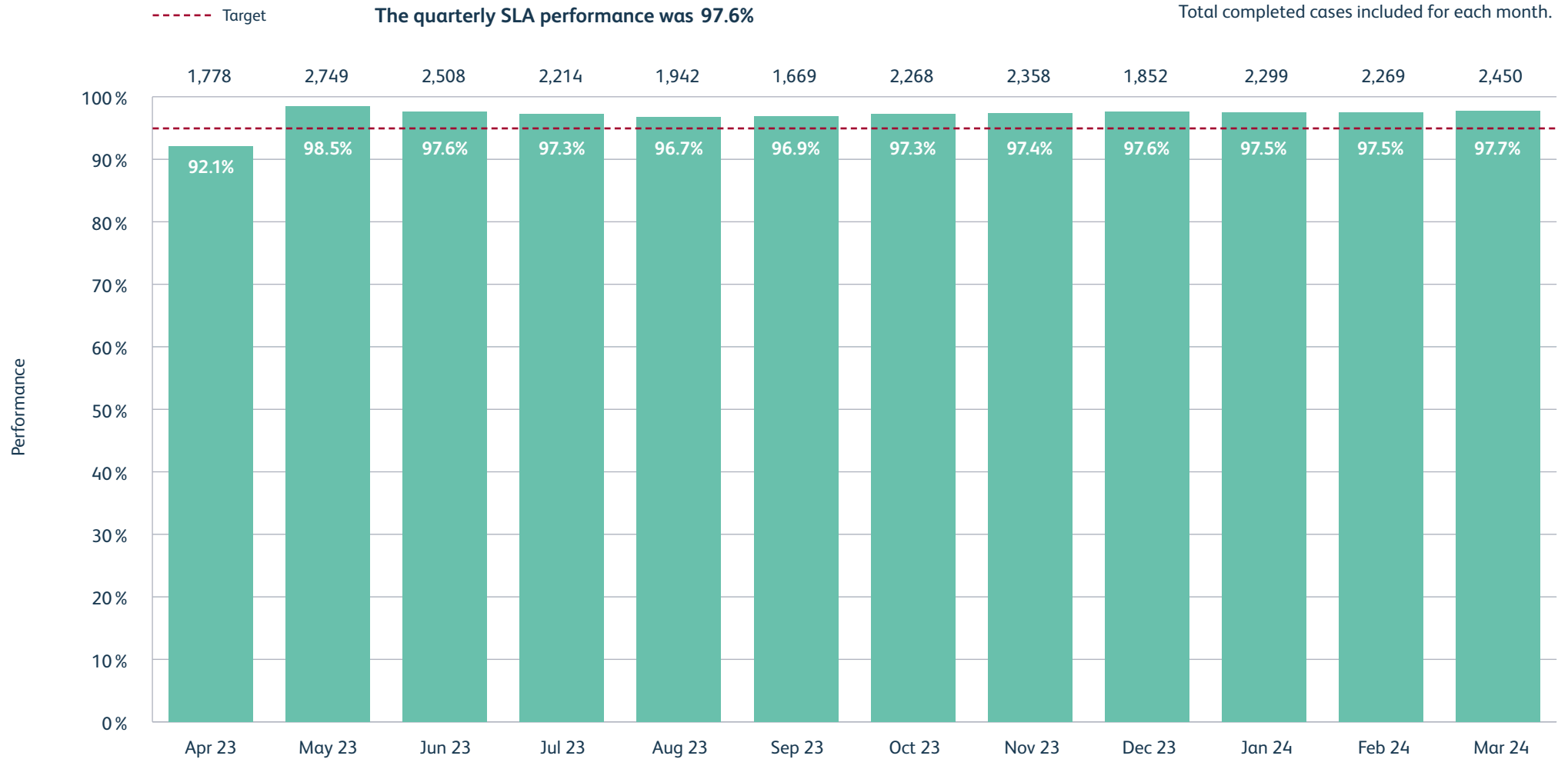
- Performance – all cases
- Performance standard
- Ongoing casework at end of reporting quarter

CASEWORK PERFORMANCE



PERFORMANCE – ALL CASES

CLIENT SPECIFIC



CASEWORK PERFORMANCE



PERFORMANCE STANDARD

CLIENT SPECIFIC





Member Online Portal

In this section...

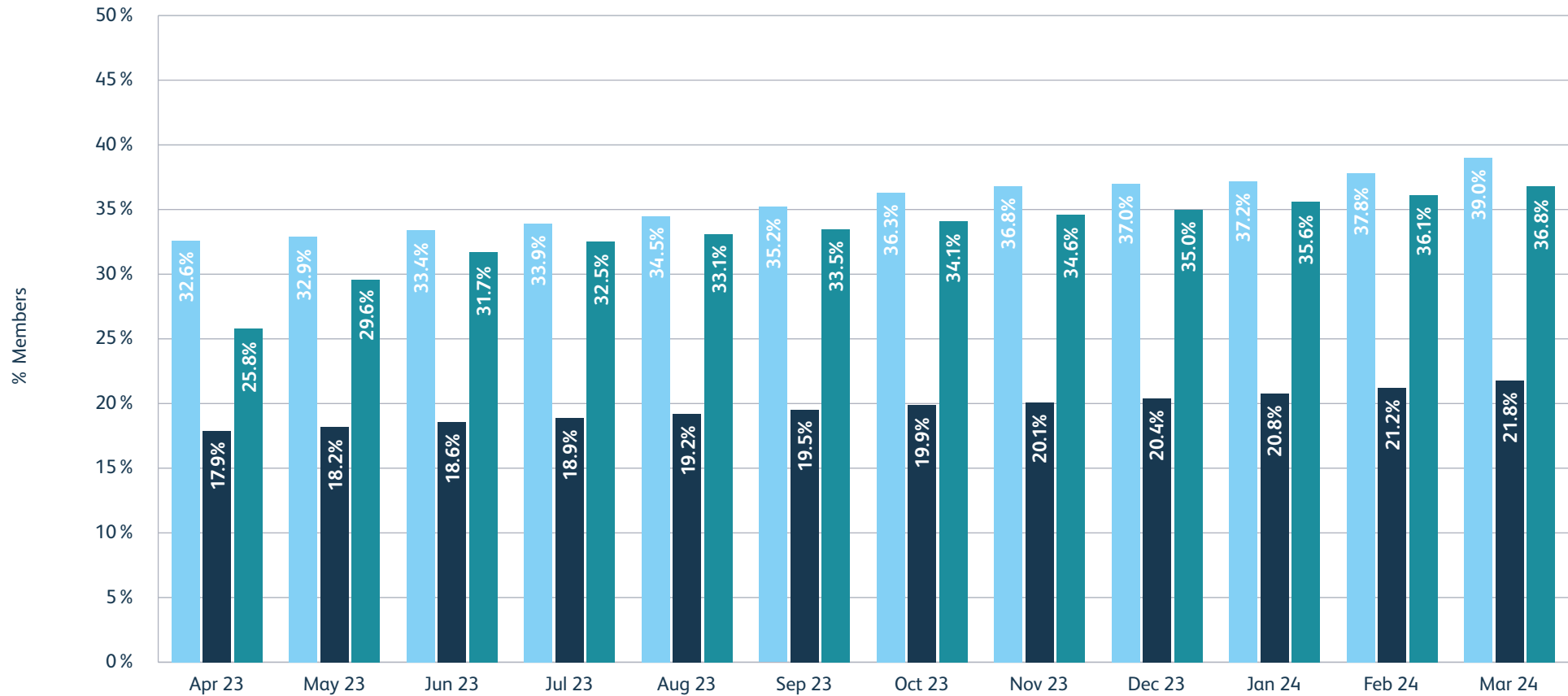
- Total members registered
- Members registered (%)



MEMBERS REGISTERED (%)

CLIENT SPECIFIC

Active Deferred Pensioner



Employer Engagement & Member Communication Activity

In this section...

- Delivered
- Scheduled
- Engagement communications (Employers & Members)

EMPLOYER ENGAGEMENT & COMMUNICATION ACTIVITY



DELIVERED

ALL LPPA

- Monthly return reminder emails have continued to go out to employers, including updates on the [validations process](#) (explaining that ‘Reasons for Leaving’ must be added in the right format when completing their monthly return – this will help reduce the number of individual leaver forms needed in the future).
- A new Retirement section has been added to the LPPA website to help members understand and navigate the retirement process. Key pages that have been updated for members include (click links to view):
 1. [New retirement landing page](#)
 2. [LGPS planning for retirement page](#)
 3. [Early retirement](#)
 4. [Late retirement](#)
- [Planning for retirement](#) emails were also sent to active members aged over 55, to signpost them through to the new retirement website section for more information.
- Further LPPA website pages were updated for members, with information provided on [P60s](#), [pension increases and CARE revaluation](#), and [employee contribution rates](#).
- The [50/50 page](#) has also been updated to promote the benefits of staying in the LGPS.
- A [Pension Pulse](#) employer bulletin was produced in February highlighting the key dates for employers to look out for throughout 2024 – also promoting the [employer toolkit](#) and [training schedules](#).
- In addition, an additional [Pension Pulse](#) was issued to employers in March, with useful updates on new contribution and APC rates, carer’s leave regulations and CARE revaluation.
- Annual [life certificate emails](#) have been sent to retirees who live outside of the UK.
- The PensionPoint [resources page](#) on the LPPA website has been updated to promote the benefits of PensionPoint and improvements (view service history etc), and [emails](#) have been issued / are planned to increase registration numbers.
- A letter review project has been implemented, with an initial focus on retirement letters. The aim of this project is to make sure letters are jargon-free, easy to understand and support members with the right information at the right time. The project will continue until March 2025.
- Finally, the 2024 / 25 LPPA communications schedule, highlighting planned, statutory campaigns was circulated to clients.

EMPLOYER ENGAGEMENT & COMMUNICATION ACTIVITY

▾ SCHEDULED

- P60s will be added to PensionPoint by 31 May 2024 and emails will be sent in Q1 to any members where we hold an email address. Paper P60s will be mailed to those who have opted out of digital communications or contact LPPA to request a copy.
- An online newsletter will be emailed to retired members and will be made available on the LPPA website.
- Email communications and telephone calls will continue to non-submitting (monthly return file) employers.
- ABS communications will be prepared for issue in Q2 (by August 31), including letters, emails and website pages.
- The LPPA Communications team are working on further, planned improvements to the LPPA website.



EMPLOYER ENGAGEMENT & COMMUNICATION ACTIVITY



ENGAGEMENT COMMUNICATIONS

CLIENT SPECIFIC

- 20 virtual employer visits were held with LPFA employers.
- 2 employers attended LGPS Scheme Essentials Training.
- Employer Responsibilities training was delivered with 5 employers attending.
- Submitting monthly returns training was delivered and 8 employers attended.
- Monthly member sessions were delivered, with 129 LPFA Fund members attending the Making Sense of your Pension sessions and 101 attended the Making Sense of your Retirement session.



EMPLOYER ENGAGEMENT & COMMUNICATION ACTIVITY



EMPLOYERS

CLIENT SPECIFIC

Date	Employer	Activity	Number in attendance
04 Jan	Brunel University	Virtual Employer Visit	1
09 Jan	Greater London Authority	Virtual Employer Visit	1
09 Jan	St Marks and St Johns University	Virtual Employer Visit	1
17 Jan	Lambeth Council	Employer Responsibilities	1
23 Jan	Lambeth Council	LGPS Scheme Essentials	1
23 Jan	Brunel University	Virtual Employer Visit	1
29 Jan	Brunel University	Virtual Employer Visit	1
31 Jan	Brunel University	Virtual Employer Visit	1
05 Feb	UK Sports Institute	Submitting Monthly Returns	1
05 Feb	United Sports Council	Submitting Monthly Returns	1
05 Feb	United Colleges Group	Submitting Monthly Returns	2
05 Feb	South Thames College	Virtual Employer Visit	1
05 Feb	London Metropolitan University	Virtual Employer Visit	3
06 Feb	St Andrew's RC Primary School	Virtual Employer Visit	3
07 Feb	London Metropolitan University	Virtual Employer Visit	1
16 Feb	United Colleges Group	Virtual Employer Visit	1
20 Feb	Newcastle Colleges Group	Virtual Employer Visit	1
22 Feb	UK Sports Institute	Employer Responsibilities	1
22 Feb	Dulwich College	Employer Responsibilities	1
22 Feb	University of Greenwich	Employer Responsibilities	1
22 Feb	London Treasury Limited	Employer Responsibilities	1
27 Feb	University of Westminster	Virtual Employer Visit	5
04 Mar	Van Gogh Primary	Virtual Employer Visit	1
04 Mar	Food Standards Agency	Virtual Employer Visit	1
12 Mar	UK Sports Institute	LGPS Scheme Essentials	1
12 Mar	Transport for London	Virtual Employer Visit	1
12 Mar	London Oratory School	Virtual Employer Visit	1

Date	Employer	Activity	Number in attendance
19 Mar	New City College	Submitting Monthly Returns	2
19 Mar	Goldsmiths University of London	Submitting Monthly Returns	2
19 Mar	Central School of Speech and Drama	Submitting Monthly Returns	1
19 Mar	SITA UK	Submitting Monthly Returns	2
19 Mar	East London Waste Authority	Submitting Monthly Returns	1
19 Mar	Central School of Speech and Drama	Virtual Employer Visit	2
21 Mar	London Legacy	Virtual Employer Visit	1
28 Mar	MHR Global (Payroll Provider)	Virtual Employer Visit	1



MEMBERS

CLIENT SPECIFIC

Date	Employer	Activity	Number in attendance
15 Jan	LPFA Members	Making Sense of Your Pension	7
16 Jan	LPFA Members	Making Sense of Retirement	7
13 Feb	LPFA Members	Making Sense of Your Pension	79
15 Feb	LPFA Members	Making Sense of Retirement	29
19 Mar	LPFA Members	Making Sense of Retirement	65
21 Mar	London Legacy Members	Understanding your pension workshop	40
22 Mar	LPFA Members	Making Sense of Your Pension	43

Data Quality

In this section...

- TPR data scores
- 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	54	148	51
Duplicate effective date in status history	2	77	41
Gender is not Male or Female	45	3	0
Duplicate entries in status history	55	104	60
Missing (or known false) Date of Birth	0	0	0
Date Joined Scheme greater than first status entry	41	39	4
Missing Surname	0	0	0
Incorrect Gender for members title	0	0	0
Invalid Date of Birth	16	0	0
No entry in the status history	6	1	0
Last entry in status history does not match current status	125	44	35
Member has no address	233	2,382	129
Missing Forename(s)	1	0	0
Missing State Retirement Date	45	3	0
Missing postcode	230	2,454	147
Missing Date Joined Pensionable Service	0	0	0
Total Fails	853	5,255	467
Individual Fails	554	2,747	292
Total Members	23,470	39,110	36,559
Accuracy Rate	97.6%	93.0%	99.2%
Total accuracy rate			96.4%



SCHEME SPECIFIC DATA

CLIENT SPECIFIC

Data Item	Fails
Divorce Records	0
Transfer In	241
AVCs/Additional Contributions	122
Deferred Benefits	26
Tranches (DB)	373
Gross Pension (Pensioners)	32
Tranches (Pensioners)	618
Gross Pension (Dependants)	16
Tranches (Dependants)	82
Date of Leaving	1,086
Date Joined Scheme	1,099
Employer Details	5
Salary	779
Crystallisation	434
CARE Data	1,830
CARE Revaluation	12
Annual Allowance	1,276
LTA Factors	847
Date Contracted Out	436
Pre-88 GMP	1,638
Post-88 GMP	821
Total Fails	11,773
Individual Fails	8,510
Total Members	99,139
Accuracy Rate	91.4%

LPP

Local Pensions Partnership
Administration