



Quarterly Administration Report

London Pensions Fund Authority

1st April - 30th June 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 Q1 2024/25 (April – June 2024)

Casework SLA performance

Overall operational casework performance was 98.1 % against overall Service Level Agreements (SLAs) for the quarter.

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 18 seconds.

Satisfaction scores

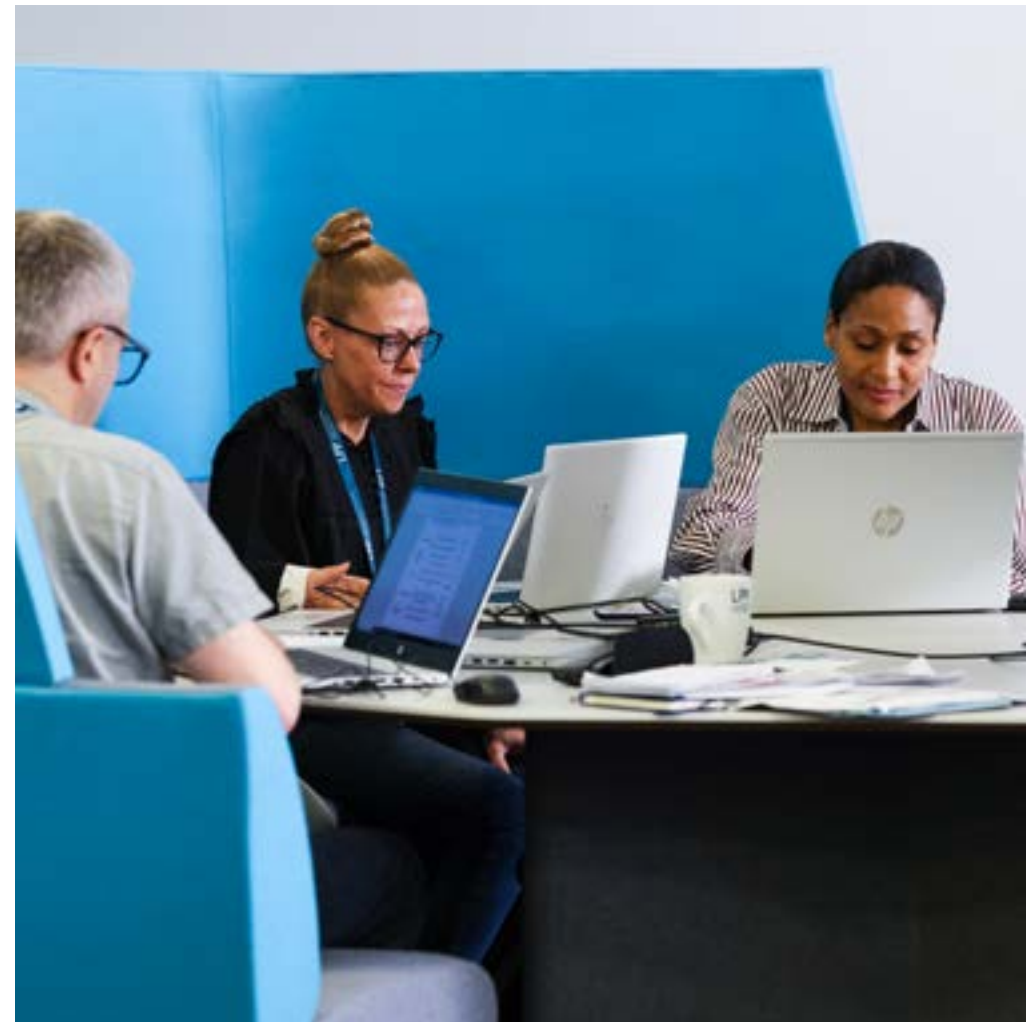
This report includes a new presentation of member satisfaction for retirements . The majority of those surveyed about their retirement experience do not respond. Of those that responded to the survey, the customer satisfaction was 63.8% . Low survey responses can lead to high volatility in the satisfaction 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 97.8% and 73.6% respectively.

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
- Production of Annual Benefit Statements ahead of the 31st August deadline.
- 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.



Fund Membership

In this section...

- Total fund membership
- Current age demographic

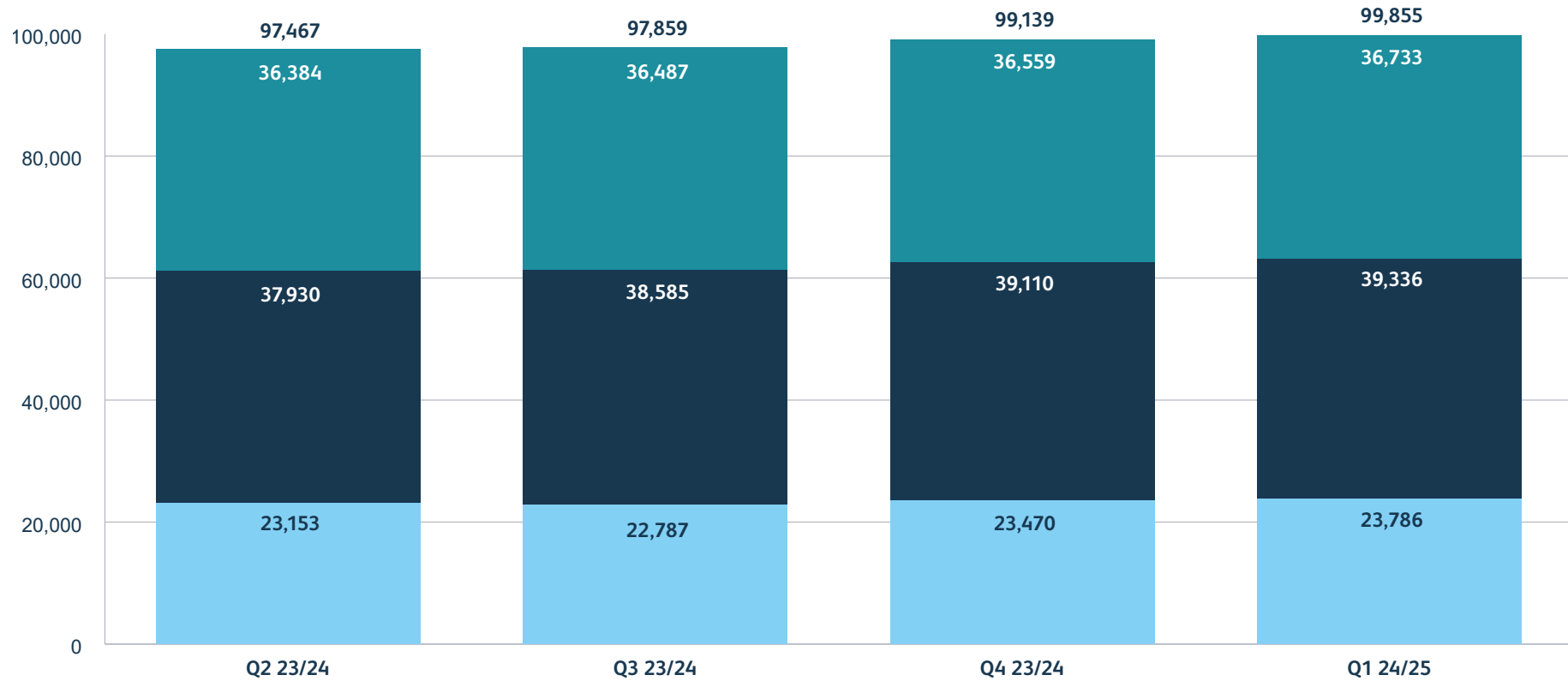
TOTAL FUND MEMBERSHIP



TOTAL FUND MEMBERSHIP

CLIENT SPECIFIC

Active Contributors Deferred Beneficiaries Pensioners & Dependants



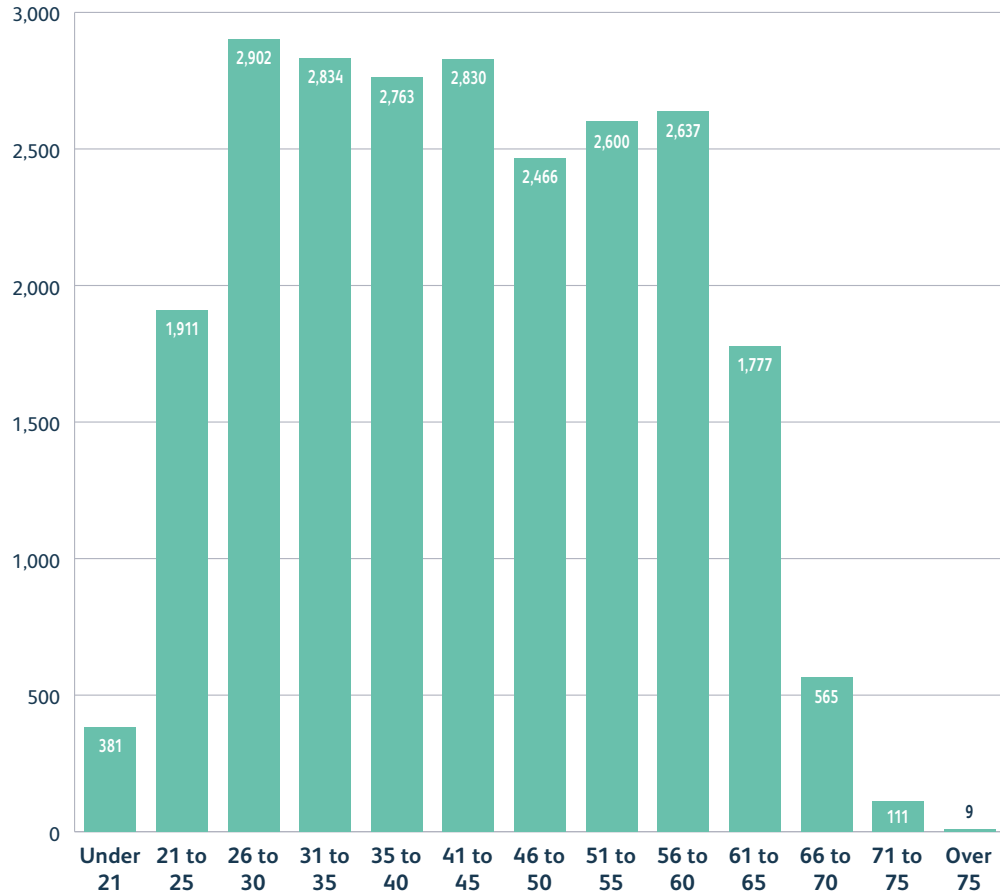
TOTAL FUND MEMBERSHIP



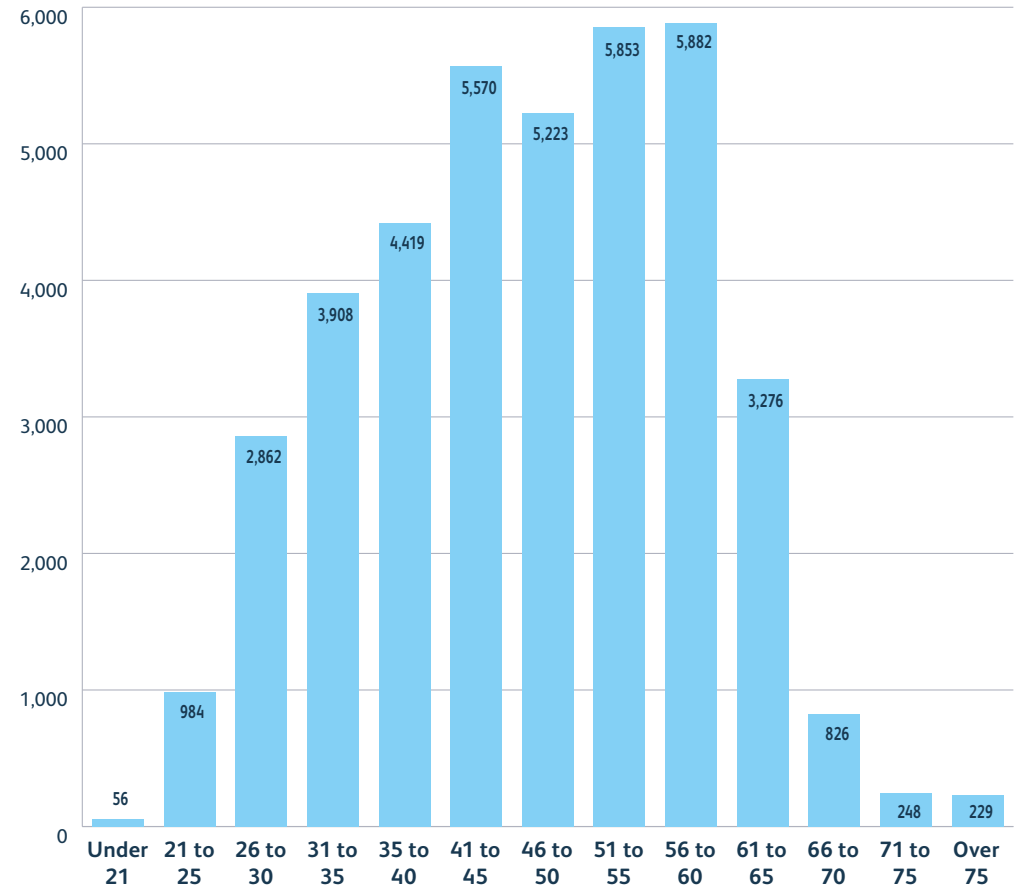
CURRENT AGE DEMOGRAPHIC

CLIENT SPECIFIC

Active



Deferred

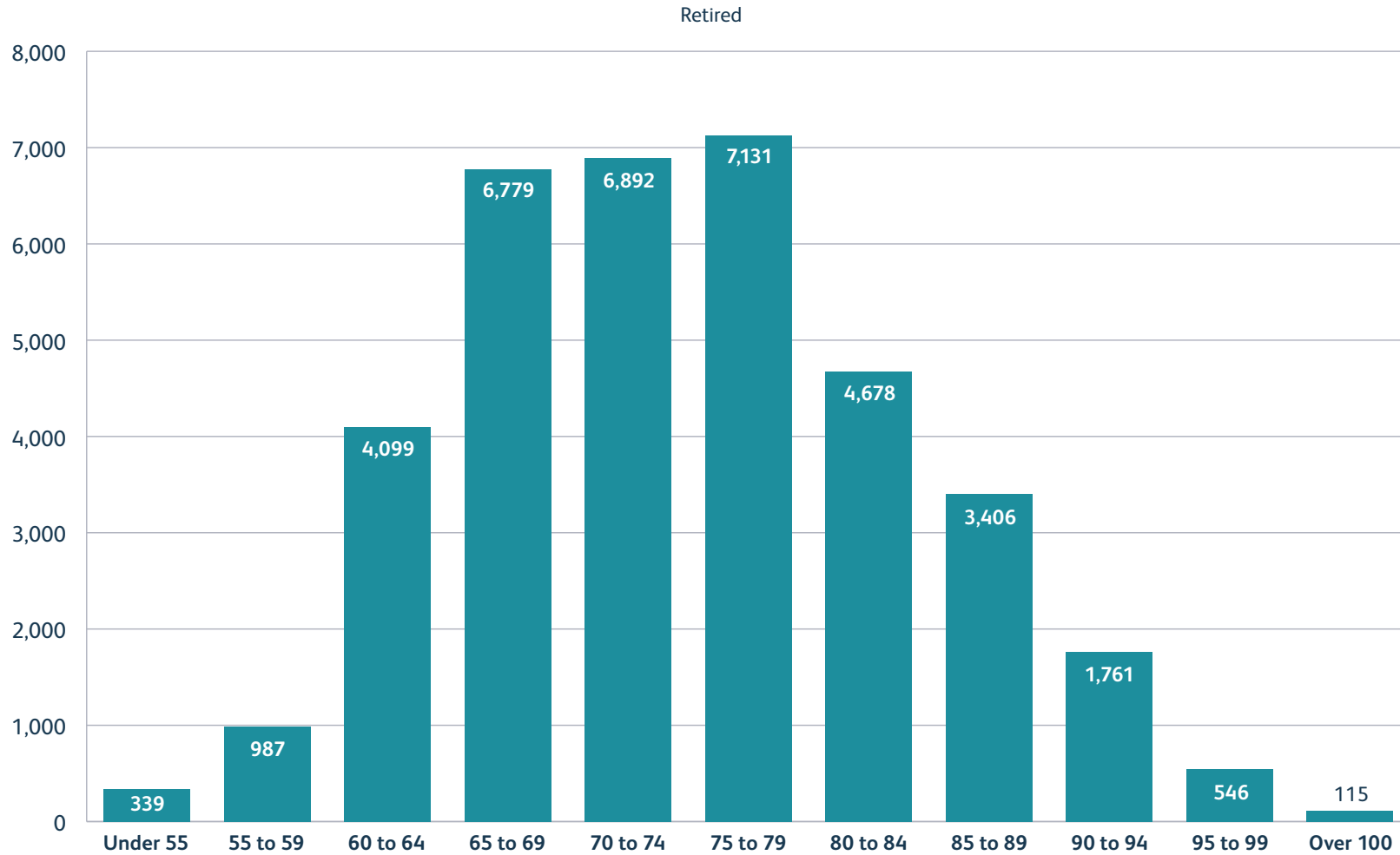


TOTAL FUND MEMBERSHIP



CURRENT AGE DEMOGRAPHIC

CLIENT SPECIFIC



Casework Performance

In this section...

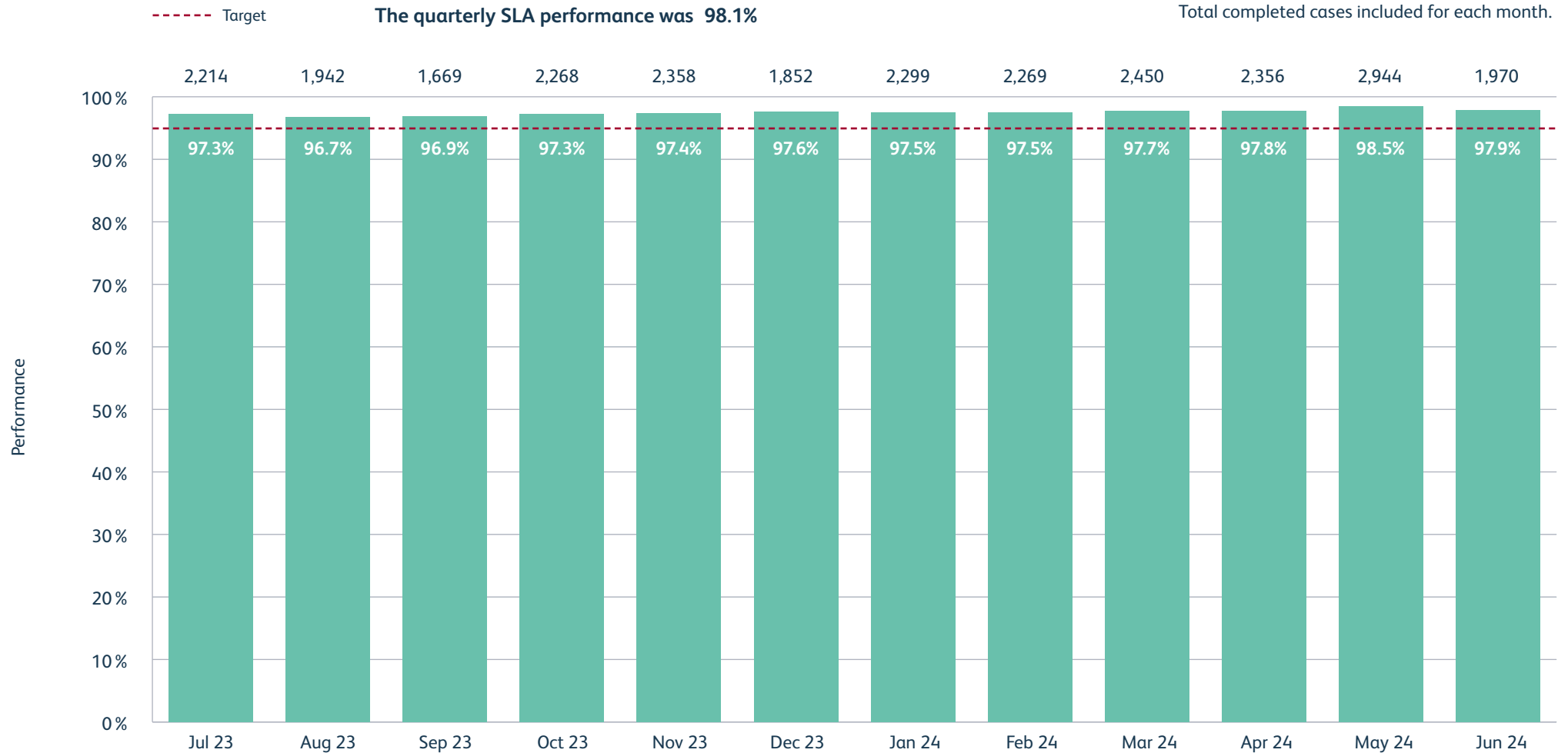
- Performance – all cases
- Performance standard
- Ongoing casework at the end of the reporting quarter

CASEWORK PERFORMANCE



PERFORMANCE – ALL CASES

CLIENT SPECIFIC



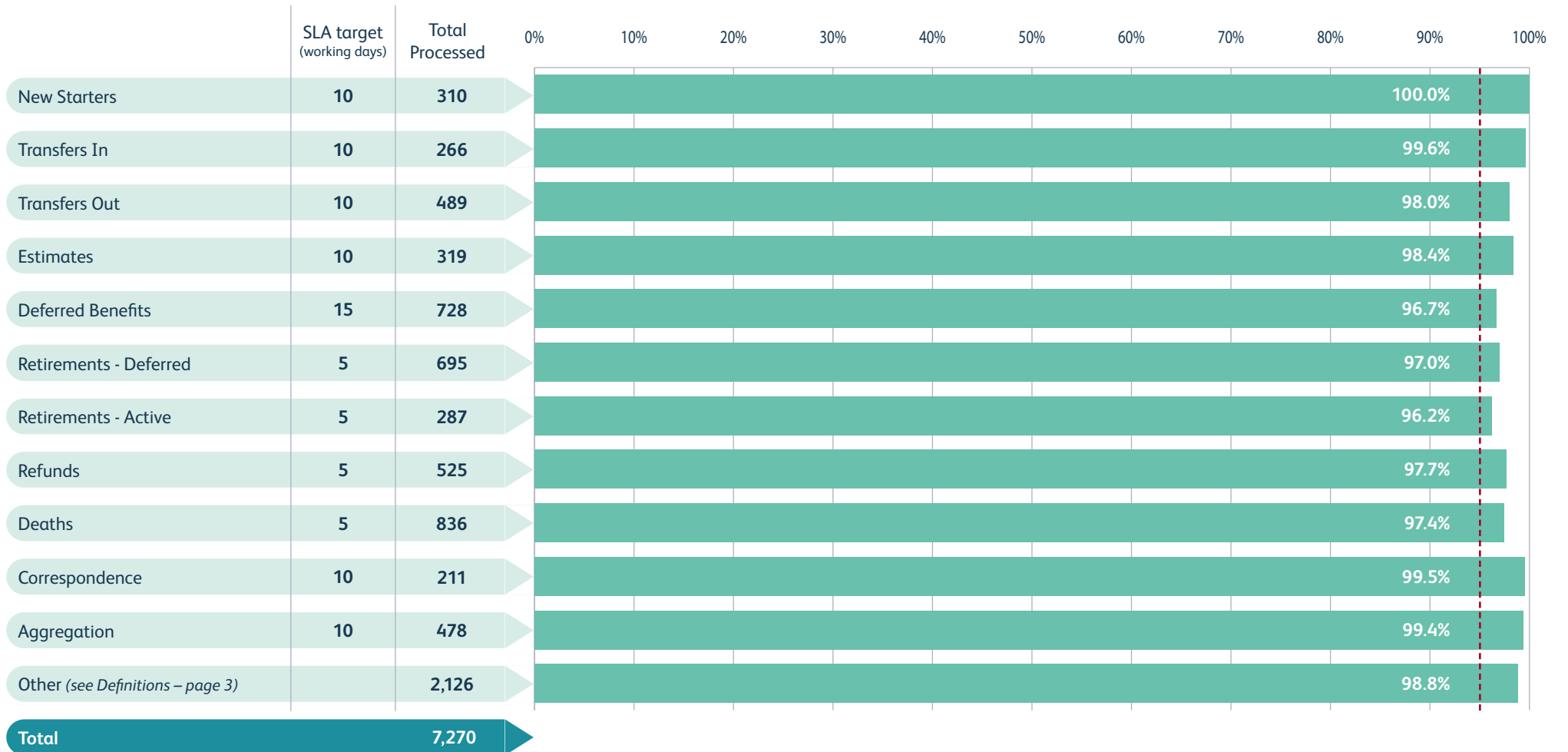
CASEWORK PERFORMANCE



PERFORMANCE STANDARD

CLIENT SPECIFIC

----- Target (95%)





Member Online Portal

In this section...

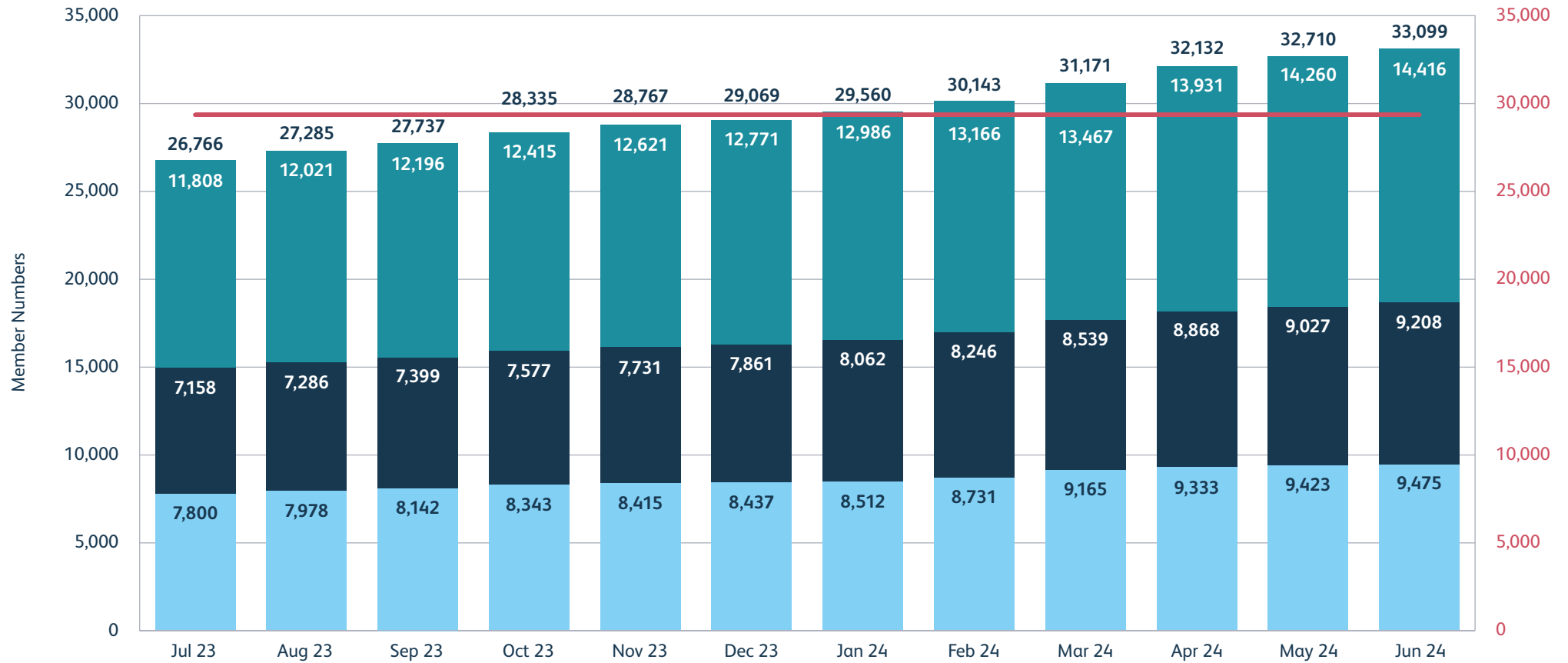
- Total members registered

↓ 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
- Engagement communications (Employers & Members)

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)
- P60 notification communications were issued to retired members in April and May and completed by the statutory deadline.
- Email communications were issued to employers as a reminder to submit any outstanding monthly return files (22/23) by the April deadline (links to support resources on the LPPA website were also provided)
- Our employer newsletter (Pension Pulse) was issued with features including:
 - The importance of on-time leaver notifications
 - Website resources available to your employees
 - Employer training available to attend

- The 2024 LPPA retiree's online newsletter was issued to members. This included updates on:
 - 2024 pension increases
 - Understanding your P60
 - Pension pay dates (2024/25)
 - Information on 'returning to work in retirement' and 'how to spot a pension scam'
 - Information on McCloud remedy
- Several important updates were made to the LPPA pensions website in Q1, including:
 - Retirements (how final LGPS benefits are calculated)
 - Updated Annual Allowance (2024/25) figures
 - Updated 2024/25 pensioner pay dates.
 - Contribution rates
 - Complaints and Appeals
 - Understanding your 2023/24 Annual Benefit Statement

DELIVERED

ALL LPPA

- Email notifications will be issued to active and deferred members, highlighting that their Annual Benefit Statement (ABS, 2023/24) will be available by the 31 August 2024.
- ABS documents will be issued in the post to members who request a paper copy.
- The annual (online) newsletter will also be issued to active and deferred members, and will include updates on ABS timescales, and how to access their document.
- Further improvements will be made to the LPPA pensions website.

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	71	147	48
Duplicate effective date in status history	1	87	57
Gender is not Male or Female	43	4	0
Duplicate entries in status history	57	117	78
Missing (or known false) Date of Birth	0	0	0
Date Joined Scheme greater than first status entry	34	35	4
Missing Surname	0	0	0
Incorrect Gender for members title	0	0	0
Invalid Date of Birth	17	0	0
No entry in the status history	9	1	0
Last entry in status history does not match current status	147	53	36
Member has no address	202	2,069	125
Missing Forename(s)	1	0	0
Missing State Retirement Date	43	4	0
Missing postcode	198	2,141	144
Missing Date Joined Pensionable Service	3	0	0
Total Fails	826	4,658	492
Individual Fails	559	2,455	306
Total Members	23,786	39,336	36,733
Accuracy Rate	97.6%	93.8%	99.2%
Total accuracy rate			96.7%



SCHEME SPECIFIC DATA

CLIENT SPECIFIC

Data Item	Fails
Divorce Records	0
Transfer In	242
AVCs/Additional Contributions	117
Deferred Benefits	24
Tranches (DB)	413
Gross Pension (Pensioners)	58
Tranches (Pensioners)	787
Gross Pension (Dependants)	24
Tranches (Dependants)	81
Date of Leaving	1,163
Date Joined Scheme	1,174
Employer Details	4
Salary	641
Crystallisation	434
CARE Data	1,835
CARE Revaluation	10
Annual Allowance	3,258
LTA Factors	883
Date Contracted Out	430
Pre-88 GMP	1,674
Post-88 GMP	855
Total Fails	14,107
Individual Fails	10,292
Total Members	99,855
Accuracy Rate	89.7%

LPP

Local Pensions Partnership
Administration