LPP

Local Pensions Partnership Administration

Quarterly Administration Report

Committed to excellence

Forward thinking

Doing the right thing

Working together

London Pensions Fund Authority

1 October - 31 December 2025

LPFA your pension our world

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CONTENTS

Section	
Definitions	Pg 3
Executive Summary	Pg 4
LPPA Projects - Update	Pg 5
Fund Membership	Pg 6
Casework Performance	Pg 8
Active to Retirement Processes - First Payment Within 30 Days	Pg 12
Contact Centre Calls Performance	Pg 16
Customer Satisfaction Scores	Pg 19
PensionPoint: Member Online Portal	Pg 24
Employer Engagement & Member Communication Activity	Pg 27
Data Quality	Pg 32
Appendices	Pg 35

DEFINITIONS

Page 7
Total Fund Membership
Total Fund Membership is the number of member records held on the LPPA pensions administration system that are contributing to, awaiting, or receiving benefits from the pension fund.

Page 9
Casework Performance - All Cases

Performance is measured once all information is made available to LPPA to enable them to complete the process.

Relevant processes are assigned a target timescale for completion, and the performance is measured as the percentage of processes that have been completed within that timescale.

Page 10
Casework Performance - Standard

The category of 'Other' on this page covers processes including, but not limited to:
APC/AVC Queries
Cessation of Additional Contribution
Change of Hours
Change of Personal Details
Under Three Month Opt-Out

Please note that this page includes cases that have met the SLA target, but the stop trigger may also have been actioned before the process has been completed.

Page 11
Ongoing Casework at the end of the Reporting Quarter

Please note the number of processes brought forward, does not match the corresponding number of outstanding processes reported in the previous quarter (due to various reasons which can include but are not limited to, the deletion of a process, or changes to the process category that a case is assigned to).

Page 18
Contact Centre Performance
Average wait time measures the time taken from the caller being placed into the queue, to them speaking with a Contact Centre adviser.

Page 20
Contact Centre Call Satisfaction
Members are given the option to answer two questions, following a call with the LPPA Contact Centre (these relate to general satisfaction with LPPA, and satisfaction with the adviser they have spoken to – both responses follow a three-point rating scale).

Page 22
Retirement Satisfaction
Graphs show a breakdown of quarterly retirement surveys (emails issued and responses received).

- Retirements processed / completed - members can have multiple process counts.
- Surveys issued - does not equal retirement processes for several reasons; ill health retirements do not receive a survey; not all members provide an email address; members with multiple retirement processes only receive one survey email; there is a planned delay in issuing surveys to allow for initial payments to be paid).

Satisfaction / Dissatisfaction is included as a % of email surveys issued. This demonstrates that a significant number of surveys are not completed (work is ongoing to encourage an increase in the number of responses to email surveys issued).
The Satisfaction Scores highlighted in green and red compare the satisfied / dissatisfied responses received, as a % of total survey responses - this is the true measure of member satisfaction.
Satisfied responses include satisfied (with the service) and very satisfied.
Dissatisfied responses include dissatisfied and very dissatisfied.

Page 25
Member Online Portal
The number of member records by status, that are registered for LPPA's member self-service portal, PensionPoint.

Page 26
Member Log Ins
The number of unique log ins and total log ins by period on PensionPoint, these are only successful log ins where the password and one-time-pin has been successfully entered.

Page 34
Common/Scheme Specific Data Fails

The Pensions Regulator requires administrators to keep member data up to date to ensure benefits are accurately paid. This is split by Common Data (basic details that are specific to the Member) and Scheme Specific Data (data that is related to a member's data and specific circumstances surrounding their record).

Individual Fails shows the total number of unique members that have a single or multiple number of Common Data or Scheme Specific Data fails. On both charts, the Accuracy Rate (%) then compares the number of Individual Fails to the total number of Scheme Members.

For more detail on the Data Items / Error types presented in these charts, please visit either the TPR (The Pensions Regulator) or PASA (The Pension Administration Standards Association) websites.

EXECUTIVE SUMMARY

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This performance report covers the reporting period of Q3 2025/26 (October – December 2025)

Casework SLA performance

Overall operational casework performance was **98.7%** against overall Service Level Agreements (SLAs) for the quarter. Focus continues to be on driving further improvements to the member experience.

Contact Centre

The average call wait time in Q3 was **3** minutes **17** seconds, under the 4 minute target.

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 **60.0%** for Deferred into payment. Low survey responses can lead to high volatility in the satisfaction scores.

Contact Centre satisfaction 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 **96.5%** and **82.0%** 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.

LPPA won the Pension Administration Award (2 October) at the 2025 LAPF Investment Awards. The award acknowledged LPPA's operational service performance across the previous 12 months and recognised the positive impact of AI and automation within the business. Other nominees were Essex pension fund, Greater Manchester pension fund, NE Scotland pension fund, Surrey pension fund and West Yorkshire pension fund.

Outlook

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

- Significant regulatory change including McCloud remedy, Pensions Dashboard, LGPS Access and Fairness changes, and Access and Protections changes.
- Efficiency and Service Improvement Programme (ESIP) of work
- Activity to continue to improve the member experience in key areas.

LPPA PROJECTS - UPDATE

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McCloud Remedy

Following the McCloud judgment, changes to all public service pension schemes that provided transitional protections to older members, including the LGPS came into force on 1 October 2023. The changes were designed to rectify unlawful discrimination against younger scheme members. In the LGPS, the impact is an extension of the underpin to all eligible members.

Good progress has been made on remedy for LGPS members and LPPA is well positioned compared to other public sector administrators in delivering McCloud remedy.

Project status remains amber due to data and systems functionality challenges.

Further validation is taking place on eligibility ahead of bulk calculations and payments and focus is on continuing the assessment of benefits in payment and transfers and establishing BAU processes.

Work is underway to ensure plans are in place and shared with Funds for data work ahead of 2025-6 Annual Benefit Statements for remedy members, completion of retrospective cases and BAU processes.

Pensions Dashboard

Connection to the Pensions Dashboard was successfully completed in December.

The Pensions Dashboard will enable members to access their pensions information online, securely and all in one place. It is worth noting that the Dashboard will not be available to members at this point; it is estimated they will be able to access in the summer of 2027.

The project continues to focus on business readiness, including consideration on the unknown demand into LPPA and how to manage this. One of the project aims is to drive member self-service as much as possible.

Project communications and engagement will continue, including Client round tables, AVC provider meetings and TPR sessions.

Efficiency and Service Improvement Programme

LPPA's Service Improvement Programme (ESIP) is designed to leverage the investment in UPM, delivering automation and improved self-service capability and member experience.

During the quarter new features were implemented for members and employers:

Message Centre

Rollout commenced for a new Message Centre for members via Pension Point (secure member portal). This is a phased rollout with go live dates for clients between November and March 2026.

The solution is designed to make enquiries more secure, efficient and transparent with improved work feed integration and reporting and ultimately provide an improved member experience.

Online Leaver Form

A new Leaver Form was launched in December, which provides real time validations and simplification for employers which will reduce queries and ultimately improve retirement processing timescales.

Looking ahead

Planning is underway for other projects including Automated Active Retirement Process (AARP), employer monthly return real-time validations, and remaining bank account verification processes.

Fund Membership

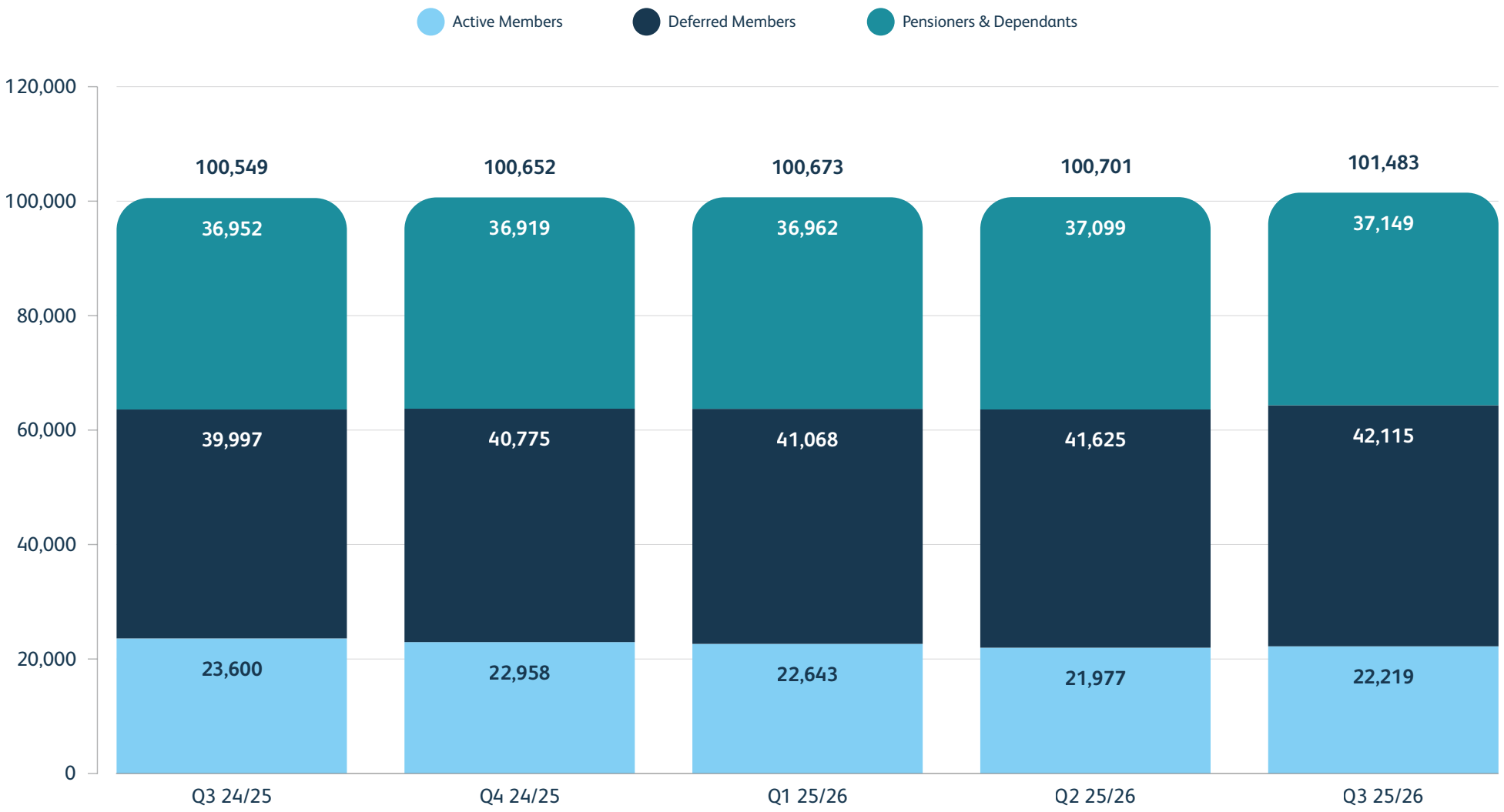
In this section…

- Total fund membership

TOTAL FUND MEMBERSHIP

CLIENT SPECIFIC

TOTAL FUND MEMBERSHIP



Casework Performance

In this section…

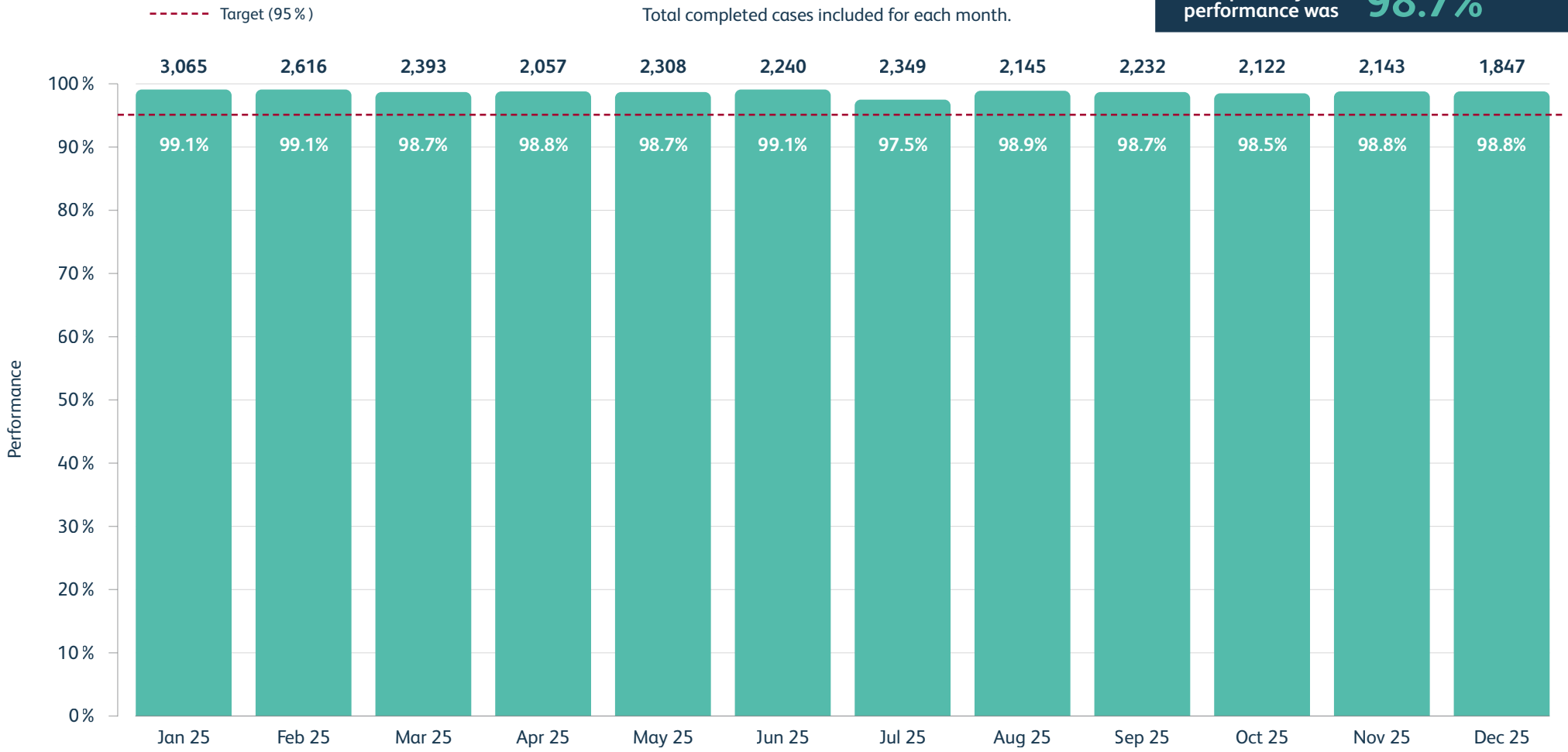
- Performance – all cases
- Performance standard
- Ongoing casework at the end of the reporting quarter

CASEWORK PERFORMANCE

CLIENT SPECIFIC

PERFORMANCE – ALL CASES

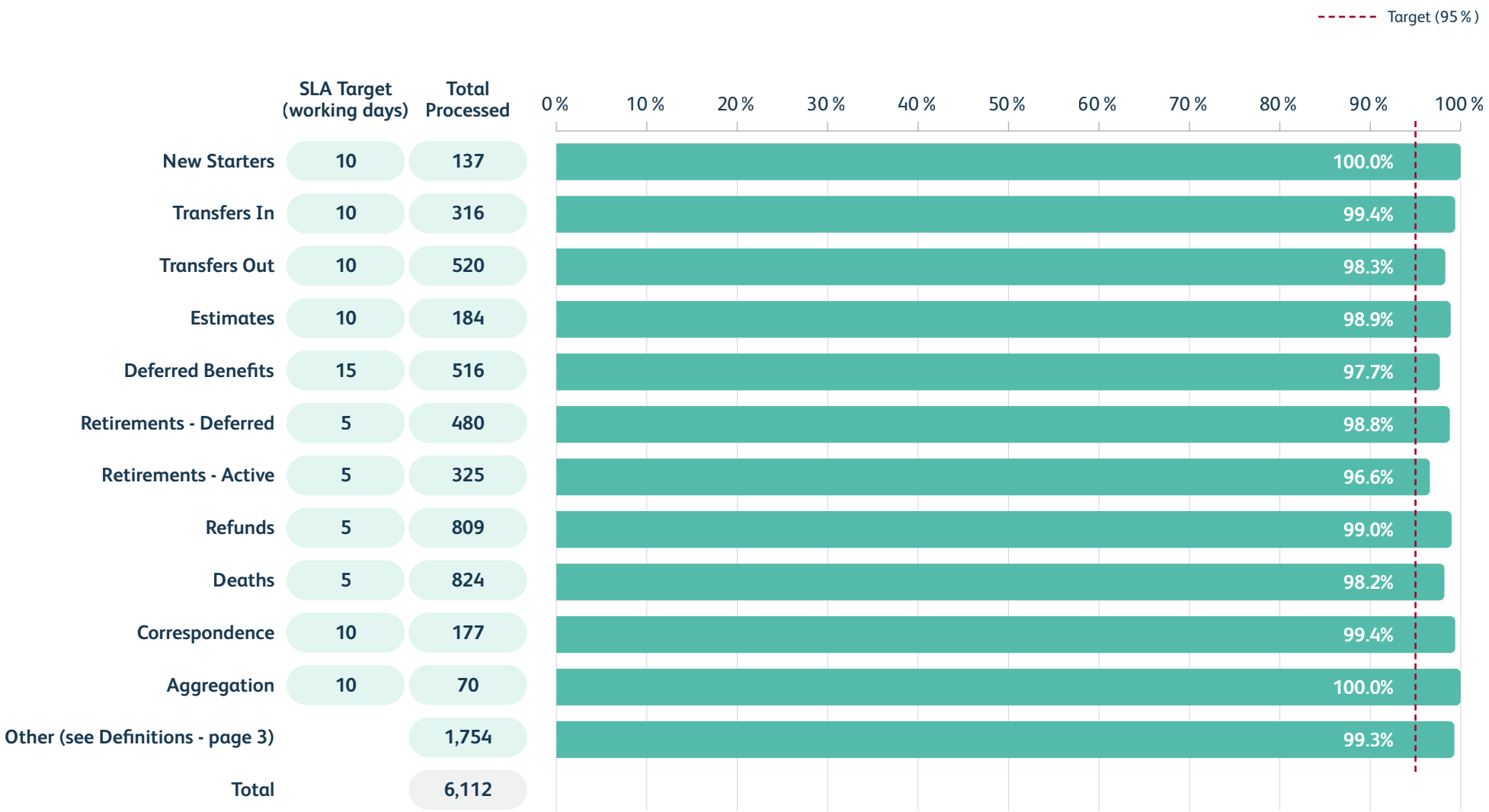
The quarterly SLA performance was **98.7%**



CASEWORK PERFORMANCE

CLIENT SPECIFIC

PERFORMANCE STANDARD



	SLA Target (working days)	Total Processed	
New Starters	10	137	100.0%
Transfers In	10	316	99.4%
Transfers Out	10	520	98.3%
Estimates	10	184	98.9%
Deferred Benefits	15	516	97.7%
Retirements - Deferred	5	480	98.8%
Retirements - Active	5	325	96.6%
Refunds	5	809	99.0%
Deaths	5	824	98.2%
Correspondence	10	177	99.4%
Aggregation	10	70	100.0%
Other (see Definitions - page 3)		1,754	99.3%
Total		6,112	

CASEWORK PERFORMANCE

CLIENT SPECIFIC

ONGOING CASEWORK AT THE END OF THE REPORTING QUARTER

The following table is created by identifying all reportable casework within UPM, and includes those that have subsequently Completed / Aborted / Remain Outstanding within the quarter. The figures in this table cannot be compared to those in the previous slide for a number of reasons including: the table includes aborted cases, but the horizontal bar graph does not; the SLA 'stop trigger' can be actioned before the process has been completed.

	Brought forward at 01/10/25	Received (Inbound)	Completed (Outbound)	Work in Flight as of 31/12/25
New Starters	7	177	178	6
Transfers In	1,237	368	435	1,170
Transfers Out	1,009	719	781	947
Estimates	60	178	217	21
Deferred Benefits	864	746	864	746
Retirements - Deferred	349	525	544	330
Retirements - Active	372	476	544	304
Refunds	943	1,076	1,344	675
Deaths	1,426	1,267	1,321	1,372
Correspondence	254	450	510	194
Aggregation	480	751	609	622
Other	223	1,806	1,836	193
Total	7,224	8,539	9,183	6,580

Active to Retirement Process - First Payment Within 30 Days

In this section…

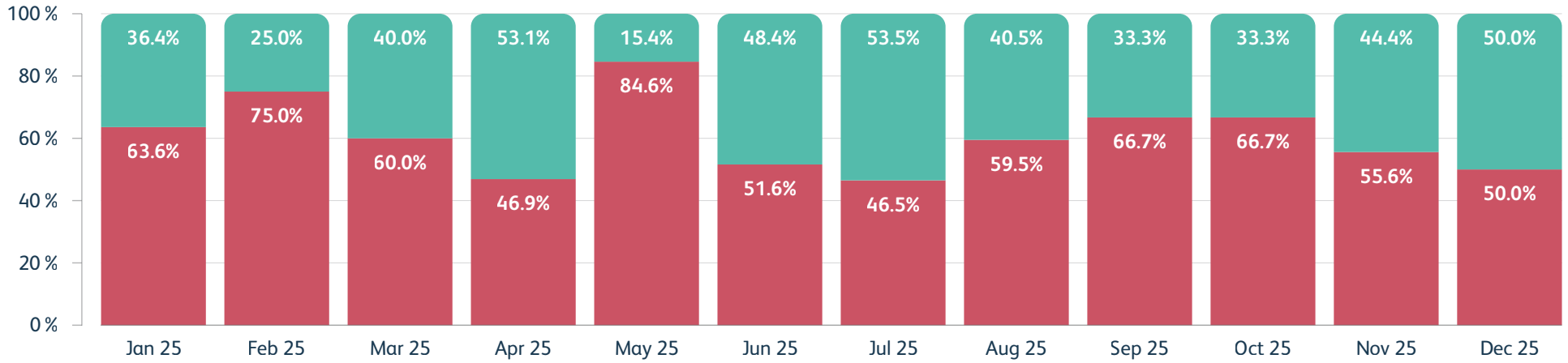
- Employer retirement notifications - notified on-time vs. late
- On-time notification - first payment
- Late notification - first payment

ACTIVE TO RETIREMENT

EMPLOYER RETIREMENT NOTIFICATIONS

CLIENT SPECIFIC

Please note:
LPPA require at least 30 days notice prior to an active member retirement date, to be able to pay a member their first payment within 30 days of their retirement date. The chart below shows the number / % of on-time notifications vs. the number / % of late notifications from employers in the month (late being received within 30 days or after the retirement date).



	Jan 25	Feb 25	Mar 25	Apr 25	May 25	Jun 25	Jul 25	Aug 25	Sep 25	Oct 25	Nov 25	Dec 25
Retirement Notifications	33	20	25	32	26	31	43	37	36	21	9	8
Received On-Time (Number)	12	5	10	17	4	15	23	15	12	7	4	4
Received On-Time (%)	36.4 %	25.0 %	40.0 %	53.1 %	15.4 %	48.4 %	53.5 %	40.5 %	33.3 %	33.3 %	44.4 %	50.0 %
Received Late (Number)	21	15	15	15	22	16	20	22	24	14	5	4
Received Late (%)	63.6 %	75.0 %	60.0 %	46.9 %	84.6 %	51.6 %	46.5 %	59.5 %	66.7 %	66.7 %	55.6 %	50.0 %

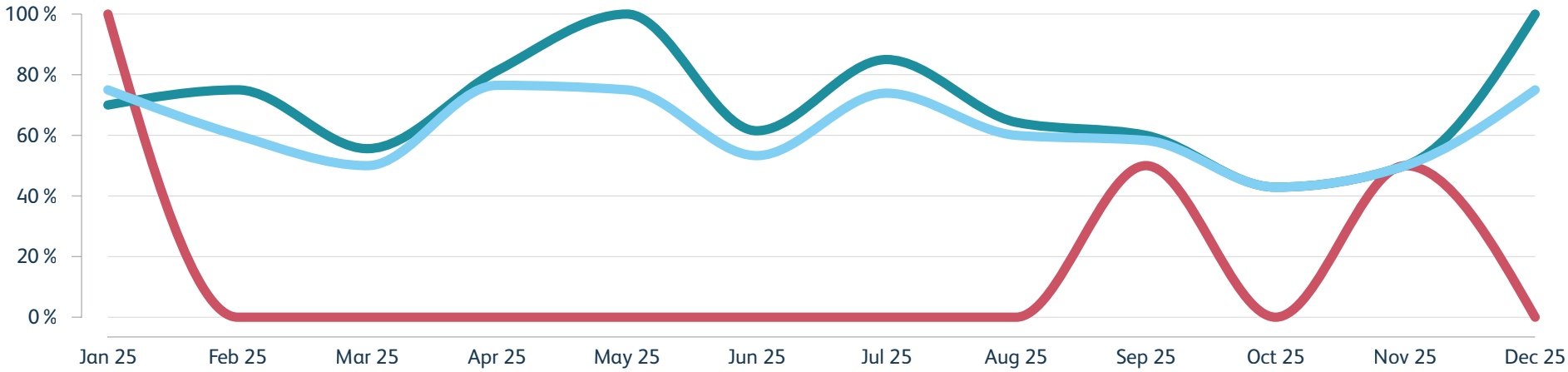
Data based on retirement notifications received from employers in the month.

ACTIVE TO RETIREMENT

ON-TIME NOTIFICATION - FIRST PAYMENTS

CLIENT SPECIFIC

Please note:
Alongside the timeliness of when LPPA are notified of a members intention to retire, there are also other areas impacting the timeliness of when payments are made. The accuracy of retirement information received (typically the calculation of pensionable and/or CARE pay) often result in subsequent queries being raised with an employer. There may also be delays with members returning their retirement forms.



	Jan 25	Feb 25	Mar 25	Apr 25	May 25	Jun 25	Jul 25	Aug 25	Sep 25	Oct 25	Nov 25	Dec 25
No. of payments made where member has an AVC	2	1	1	1	1	2	3	1	2	0	2	1
No. of payments made with **no** AVC	10	4	9	16	3	13	20	14	10	7	2	3
% of payments made within 30 days – with AVC	100.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	50.0 %	N/A	50.0 %	0.0 %
% of payments made within 30 days – **no** AVC	70.0 %	75.0 %	55.6 %	81.3 %	100.0 %	61.5 %	85.0 %	64.3 %	60.0 %	42.9 %	50.0 %	100.0 %
% of payments made within 30 days – combined	75.0 %	60.0 %	50.0 %	76.5 %	75.0 %	53.3 %	73.9 %	60.0 %	58.3 %	42.9 %	50.0 %	75.0 %

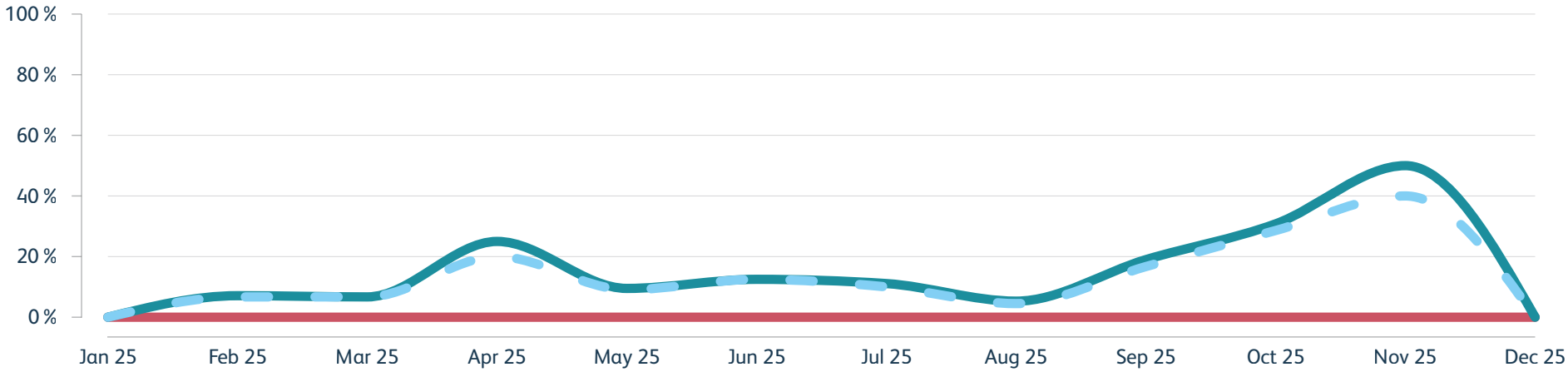
Data based on processes completed in the month.
Measurement is based on the earliest payment made, i.e. earliest of first pension payment or lump sum.

ACTIVE TO RETIREMENT

LATE NOTIFICATION - FIRST PAYMENTS

CLIENT SPECIFIC

Please note:
% of first payments made within 30 days of retirement date – where LPPA receives the leaver notification from the employer with less than 30 days notice, or after the actual retirement date.



	Jan 25	Feb 25	Mar 25	Apr 25	May 25	Jun 25	Jul 25	Aug 25	Sep 25	Oct 25	Nov 25	Dec 25
No. of payments made where member has an AVC	1	1	0	3	1	0	2	3	3	1	1	1
No. of payments made with **no** AVC	20	14	15	12	21	16	18	19	21	13	4	3
% of payments made within 30 days – with AVC	0.0 %	0.0 %	N/A	0.0 %	0.0 %	N/A	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %
% of payments made within 30 days – **no** AVC	0.0 %	7.1 %	6.7 %	25.0 %	9.5 %	12.5 %	11.1 %	5.3 %	19.0 %	30.8 %	50.0 %	0.0 %
% of payments made within 30 days – combined	0.0 %	6.7 %	6.7 %	20.0 %	9.1 %	12.5 %	10.0 %	4.5 %	16.7 %	28.6 %	40.0 %	0.0 %

Data based on processes completed in the month.
Measurement is based on the earliest payment made, i.e. earliest of first pension payment or lump sum.

Contact Centre Calls Performance

The Contact Centre deals with all online enquiries and calls from members for all funds that LPPA provides administration services for.

In this section…

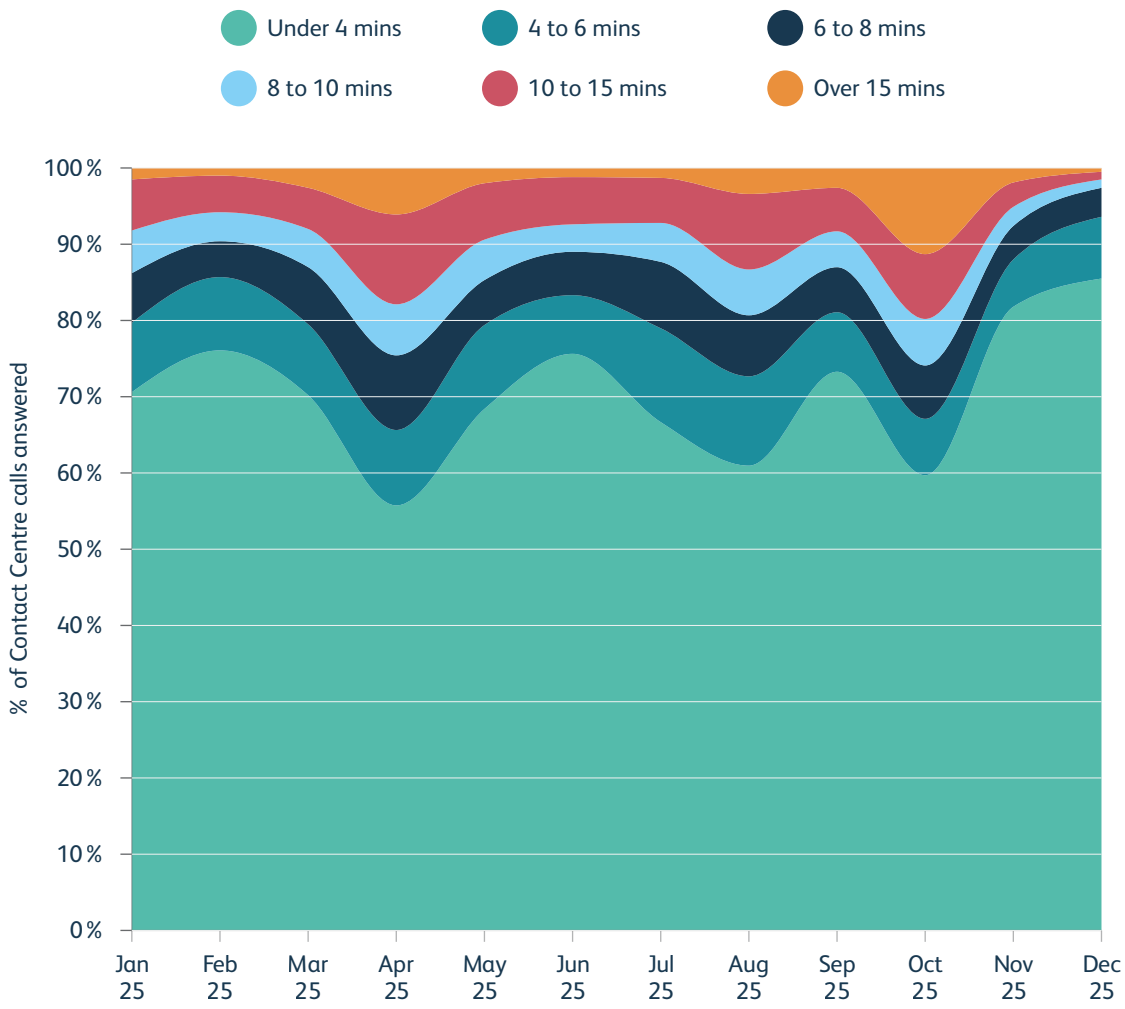
- Wait time range
- Calls answered

CONTACT CENTRE CALLS PERFORMANCE

CLIENT SPECIFIC

WAIT TIME RANGE

	Under 4 mins	4 to 6 mins	6 to 8 mins	8 to 10 mins	10 to 15 mins	Over 15 mins
Jan 25	70.6%	9.1%	6.5%	5.6%	6.7%	1.5%
Feb 25	76.0%	9.6%	4.7%	3.8%	4.8%	1.0%
Mar 25	70.2%	9.3%	7.5%	5.0%	5.4%	2.6%
Apr 25	55.8%	9.9%	9.8%	6.7%	11.8%	6.1%
May 25	68.4%	11.0%	5.9%	5.3%	7.4%	2.0%
Jun 25	75.7%	7.7%	5.7%	3.6%	6.2%	1.2%
Jul 25	66.6%	12.3%	8.7%	5.1%	5.9%	1.3%
Aug 25	60.9%	11.7%	8.0%	6.0%	9.9%	3.4%
Sep 25	73.2%	7.8%	5.9%	4.7%	5.7%	2.6%
Oct 25	59.7%	7.4%	7.0%	6.1%	8.5%	11.3%
Nov 25	81.8%	6.2%	4.4%	2.5%	3.2%	1.9%
Dec 25	85.5%	8.1%	3.8%	1.1%	1.0%	0.5%



CONTACT CENTRE CALLS PERFORMANCE

CLIENT SPECIFIC

CALLS ANSWERED

Please note:

The graph highlights seasonal activities which deliver higher volumes of in-bound enquiries from members into the Contact Centre. The chart has been marked up with key annual activities for reference.

Increase in October's average wait time was due to resource challenges (including unplanned absences) in the Contact Centre, combined with an overall year on year increase in call volumes (across all clients combined).

Pension Increase and P60

Member annual newsletters
Annual Benefit Statements (ABS)
Deferred Benefit Statements (DBS)

Quarterly average wait time was 3 minutes 17 seconds

Customer Satisfaction Scores

In this section…

- Contact Centre calls satisfaction
- Contact Centre calls satisfaction - Agent
- Retirements - Active
- Retirements - Deferred

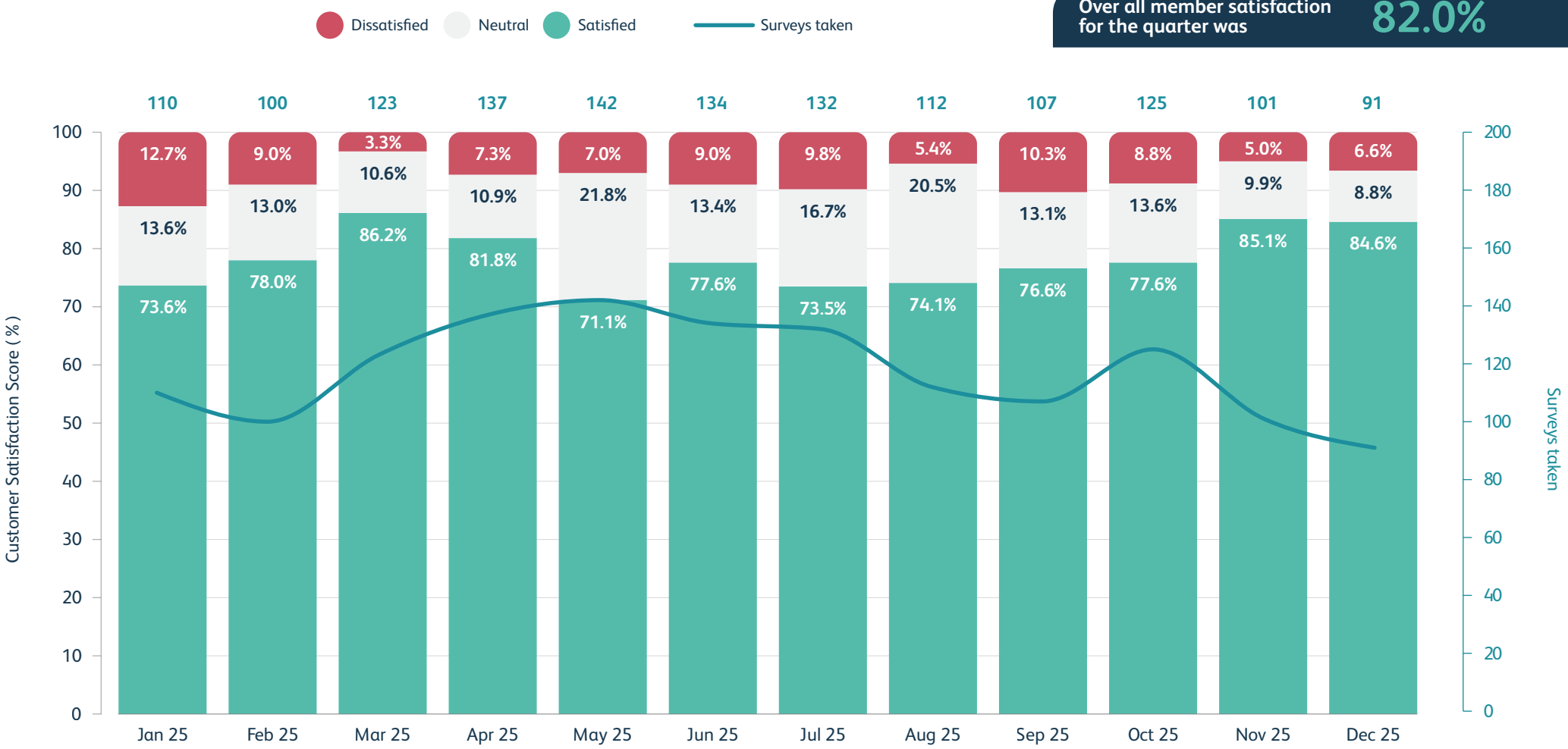
CUSTOMER SATISFACTION SCORES

CLIENT SPECIFIC

CONTACT CENTRE CALLS SATISFACTION - OVERALL

Please note:
The graph measures monthly member satisfaction with LPPA ("How satisfied are you with the overall service you have received from LPPA?").

Over all member satisfaction for the quarter was 82.0%



CUSTOMER SATISFACTION SCORES

CLIENT SPECIFIC

CONTACT CENTRE CALLS SATISFACTION - AGENT

Please note:
The graph measures monthly member satisfaction with the Contact Centre adviser ("In connection with the adviser you have just spoken to, how satisfied are you with the service they provided"?)

Agent specific member satisfaction for the quarter was 96.5%

CUSTOMER SATISFACTION SCORES

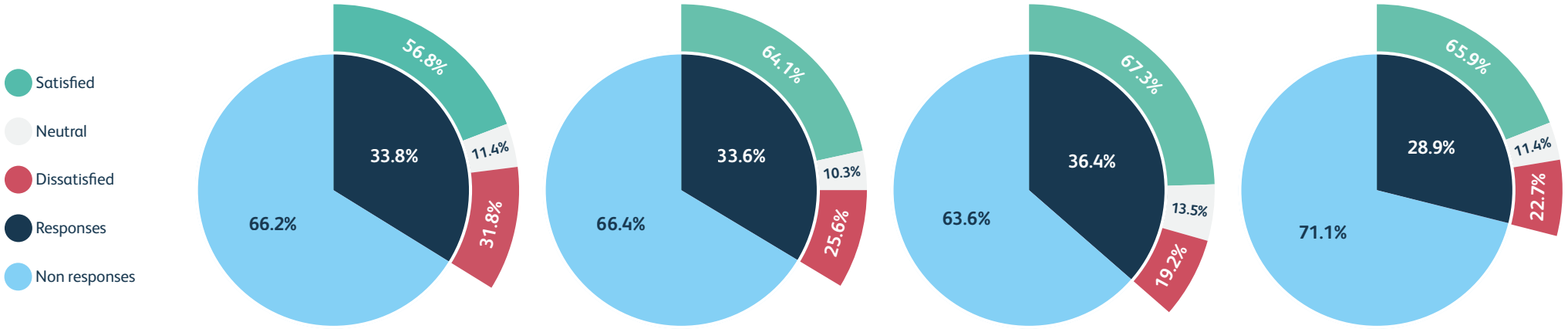
CLIENT SPECIFIC

RETIREMENTS - ACTIVE

Please note:

Graphs show a breakdown of quarterly retirement surveys:

- Retirements processed / completed (members can have multiple process counts)
- Surveys issued (does not equal retirement processes as not all members provide an email address; members with multiple retirement processes only receive one survey email; ill health retirements do not receive a survey email; there is a planned delay in issuing surveys to allow for initial payments to be paid). We extended this period in Q4, which explains the drop in the number of email surveys issued.
- The satisfaction scores highlighted in green and red compare the satisfied / dissatisfied responses received, as a % of total responses (the true measure of member satisfaction).*



	Q4 24/25		Q1 25/26		Q2 25/26		Q3 25/26	
Retirements processed, completed	150		106		152		158	
Surveys issued and as a % of retirements	130	86.7%	116	109.4%	143	94.1%	152	96.2%
Satisfied Responses (as a % of surveys issued)	25	19.2%	25	21.6%	35	24.5%	29	19.1%
Dissatisfied Response (as a % of surveys issued)	14	10.8%	10	8.6%	10	7.0%	10	6.6%
Non responses and as a % of surveys issued	86	66.2%	77	66.4%	91	63.6%	108	71.1%
Responses and as a % of surveys issued	44	33.8%	39	33.6%	52	36.4%	44	28.9%
Satisfied responses and as a % of responses	25	56.8%	25	64.1%	35	67.3%	29	65.9%
Neutral responses and as a % of responses	5	11.4%	4	10.3%	7	13.5%	5	11.4%
Dissatisfied Responses and as a % of responses	14	31.8%	10	25.6%	10	19.2%	10	22.7%

*More information on data / results are included in the Definitions page earlier in this report.

CUSTOMER SATISFACTION SCORES

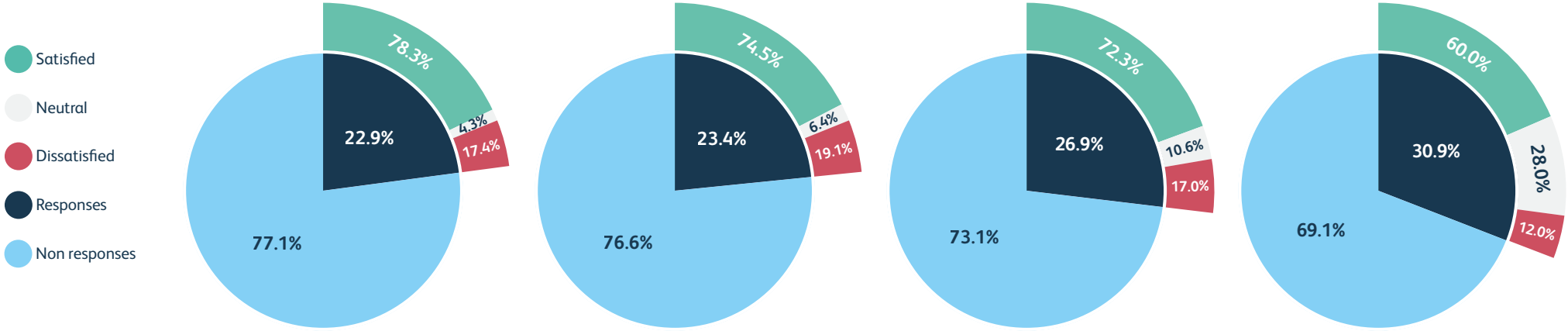
CLIENT SPECIFIC

RETIREMENTS - DEFERRED

Please note:

Graphs show a breakdown of quarterly retirement surveys:

- Retirements processed / completed (members can have multiple process counts)
- Surveys issued (does not equal retirement processes as not all members provide an email address; members with multiple retirement processes only receive one survey email; ill health retirements do not receive a survey email; there is a planned delay in issuing surveys to allow for initial payments to be paid). We extended this period in Q4, which explains the drop in the number of email surveys issued.
- The satisfaction scores highlighted in green and red compare the satisfied / dissatisfied responses received, as a % of total responses (the true measure of member satisfaction).*
- The implementation of our Automated Deferred Retirement Payment process in Q2, reduced the number of surveys issued in Q3. This has been resolved and survey numbers will return to expected volumes in Q4 (there was no impact to active retirement surveys).



	Q4 24/25		Q1 25/26		Q2 25/26		Q3 25/26	
Retirements processed, completed	217		222		220		289	
Surveys issued and as a % of retirements	201	92.6%	201	90.5%	175	79.5%	81	28.0%
Satisfied Responses (as a % of surveys issued)	36	17.9%	35	17.4%	34	19.4%	15	18.5%
Dissatisfied Response (as a % of surveys issued)	8	4.0%	9	4.5%	8	4.6%	3	3.7%
Non responses and as a % of surveys issued	155	77.1%	154	76.6%	128	73.1%	56	69.1%
Responses and as a % of surveys issued	46	22.9%	47	23.4%	47	26.9%	25	30.9%
Satisfied responses and as a % of responses	36	78.3%	35	74.5%	34	72.3%	15	60.0%
Neutral responses and as a % of responses	2	4.3%	3	6.4%	5	10.6%	7	28.0%
Dissatisfied Responses and as a % of responses	8	17.4%	9	19.1%	8	17.0%	3	12.0%

*More information on data / results are included in the Definitions page earlier in this report.

PensionPoint

Member Online Portal

In this section…

- Total members registered
- Member Log Ins

MEMBER ONLINE PORTAL

CLIENT SPECIFIC

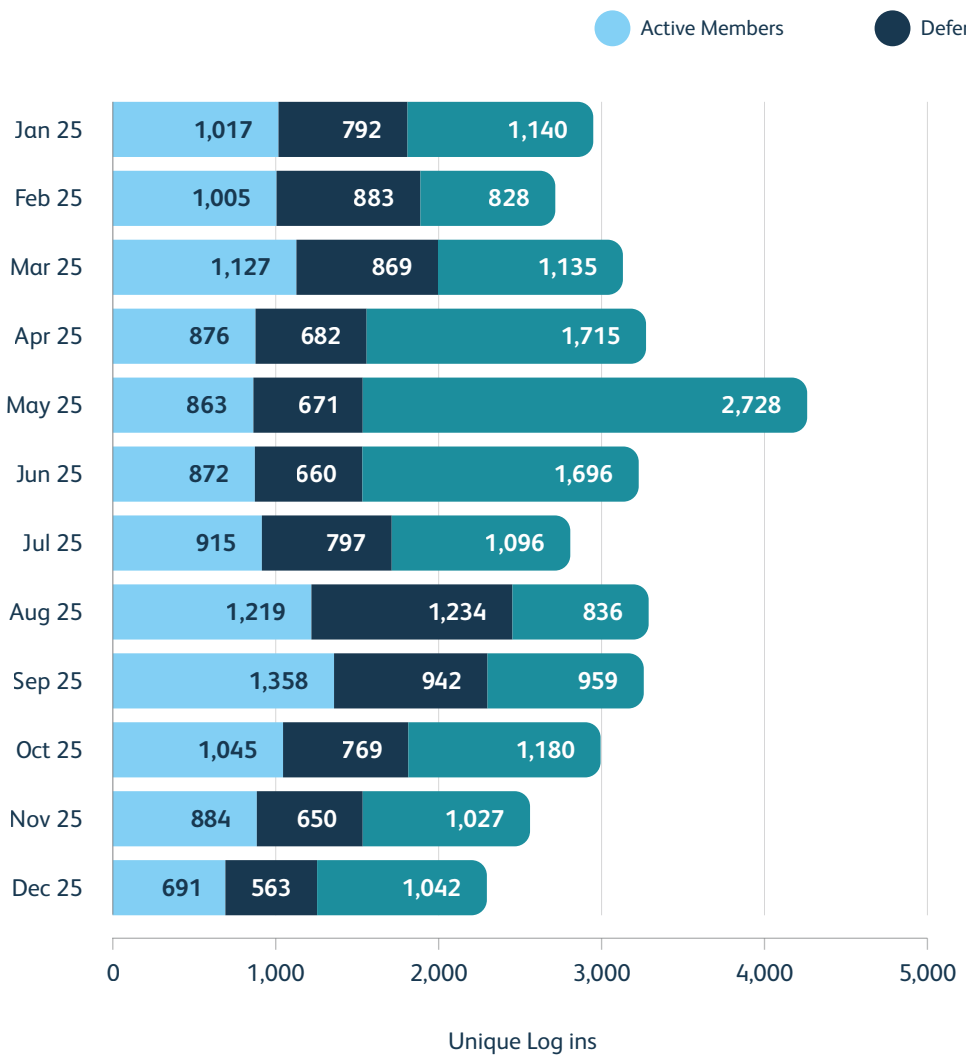
TOTAL MEMBERS REGISTERED

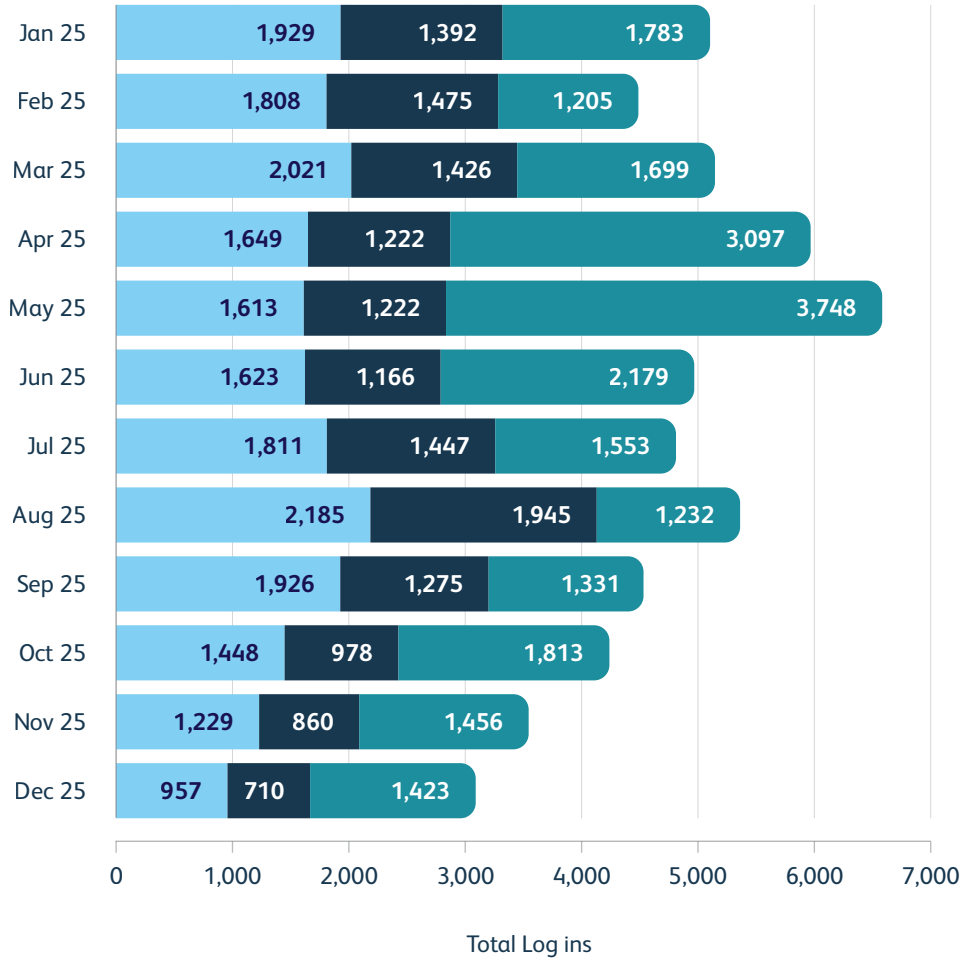
MEMBER ONLINE PORTAL

CLIENT SPECIFIC

MEMBER LOG INS

Please note:
The following charts help visualise the increase in online engagement (PensionPoint login) across different member groups, at different times of the year. For example, more retired members access their P60 in May and June, whist active and deferred members login in higher numbers in August and September to access their annual benefit statemement.





Employer Engagement & Member Communication Activity

In this section…

- Delivered
- Scheduled
- Engagement communications (employers & members)

EMPLOYER ENGAGEMENT & COMMUNICATION ACTIVITY

ALL LG CLIENTS

Delivered

- 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).
  - Scheme Leavers (support with how and when to submit leaver details to LPPA using the employer portal).
  - Employer Responsibilities (support with ongoing pension administration responsibilities).
  - Absence and Ill Health Retirement (support with managing different types of absence in the LGPS).
- LPPA won the Pension Administration Award (2 October) at the 2025 LAPF Investment Awards. The award acknowledged LPPA's operational service performance across the previous 12 months and recognised the positive impact of AI and automation within the business. Other nominees were Essex pension fund, Greater Manchester pension fund, NE Scotland pension fund, Surrey pension fund and West Yorkshire pension fund.
- LPPA's key employer strategy started in Q3, with the aim of providing 1-1 support through meetings with large employers, and a focus on addressing pension administration challenges, to provide solutions that improve operational performance (for example, working with employers to submit timely and accurate retirement notifications). Meetings have been positive and employers are open to collaboration and exploring process improvements.
- Several employer and member communication activities were undertaken alongside Get Online Week (w/c 20 October 2025), to promote the benefits of PensionPoint (our secure, online portal) and to encourage member to register and login. These activities included:
  1. Employer Toolkit communications – ready-made communications that employers can download to promote the benefits of PensionPoint (and other aspects of the pension scheme) for their members.
  2. Member email communications – to encourage members to register for PensionPoint.
  3. LPPA website communications – straightforward and accessible case studies to help promote the benefits and ease of access of PensionPoint.
- Pension Tracing Day (26 October 2026) also featured on the LPPA website, to encourage members to locate any missing pensions.
- Employer communications were issued to encourage feedback and comment on the Ministry of Housing, Communities and Local Government (MHCLG) consultation on proposed changes to the LGPS in England and Wales.
- A new employer Leaver Form was launched in December, to make the process easier when submitting leaver details, and an email was issued in advance to ensure employers were consulted.
- Pension Pulse (newsletter) was issued to employers in October, with features including reminders on monthly returns deadlines, and retirement notifications notice period.
- Communications were issued to the LPPA Member Panel to examine attitudes towards AVC's, as well as general awareness and understanding. Feedback and insight will help shape LPPA communications in the future.
- Information on the McCloud Remedy was updated on the LPPA website for LGPS members.

Scheduled

January to March 2026

- McCloud activity will be ongoing in Q4, including activity to further refine member eligibility and ongoing data validation, payments for retrospective members, and data analysis for active and deferred members in advance of the 2026 ABS deadline.
- Further improvements will be made to the LPPA pensions website, and the new online contact form (PensionPoint) will be launched for any remaining LG members to raise enquiries and submit documents.
- Pension Pulse (employer newsletter) communications will be issued in Q4.
- Planning will start for the annual P60 communications exercise to retired members.

EMPLOYER ENGAGEMENT & COMMUNICATION ACTIVITY

CLIENT SPECIFIC

Employers

Date	Activity	Employer	Number in attendance
01 Oct	Employer Support Meeting - Monthly Returns	London Councils	2
03 Oct	Employer Support Meeting - Pension Strain Costs	LPPI	1
09 Oct	Key Employer Meeting	London Metropolitan University	2
16 Oct	Key Employer Meeting	London Fire Commissioner	2
16 Oct	Monthly Data Returns Training	London Treasury	1
21 Oct	Absence and Ill Health Retirement Training	Bishop Thomas Grant School	1
21 Oct	Absence and Ill Health Retirement Training	London Borough of Islington	1
22 Oct	A Guide to Administering AVC Contributions with Pru M&G	Babcock International	1
22 Oct	A Guide to Administering AVC Contributions with Pru M&G	City Literature Institute	3
22 Oct	A Guide to Administering AVC Contributions with Pru M&G	Coram's Fields	1
22 Oct	A Guide to Administering AVC Contributions with Pru M&G	Greater London Authority	1
22 Oct	A Guide to Administering AVC Contributions with Pru M&G	Lambeth Council	1
22 Oct	A Guide to Administering AVC Contributions with Pru M&G	London Councils	1
22 Oct	A Guide to Administering AVC Contributions with Pru M&G	London Fire Commissioner	1
22 Oct	A Guide to Administering AVC Contributions with Pru M&G	LPFA	1
22 Oct	A Guide to Administering AVC Contributions with Pru M&G	Orchard Hill Academy Trust	2
22 Oct	A Guide to Administering AVC Contributions with Pru M&G	South Bank Colleges	2
22 Oct	A Guide to Administering AVC Contributions with Pru M&G	South Thames College Group	1
22 Oct	A Guide to Administering AVC Contributions with Pru M&G	United Colleges Group	2
22 Oct	A Guide to Administering AVC Contributions with Pru M&G	UK Sport	1
22 Oct	A Guide to Administering AVC Contributions with Pru M&G	University of Westminster	2
22 Oct	A Guide to Administering AVC Contributions with Pru M&G	London Borough of Wandsworth	2
23 Oct	Key Employer Meeting	University of the Arts	2
23 Oct	Key Employer Meeting	University of Westminster	2
23 Oct	Employer Support Meeting - Ill Health Retirement	Poplar Harca	1
29 Oct	Scheme Leavers Training	Brunel University	1
29 Oct	Scheme Leavers Training	University of Westminster	2
29 Oct	Scheme Leavers Training	Queens School	1
29 Oct	Scheme Leavers Training	Lambeth Council	1
29 Oct	Scheme Leavers Training	Julius Rutherfoord	1
30 Oct	Key Employer Meeting	University of Greenwich	1
05 Nov	A Guide to Administering AVC Contributions with Pru M&G	City St George's	2
05 Nov	A Guide to Administering AVC Contributions with Pru M&G	GLL	1
05 Nov	A Guide to Administering AVC Contributions with Pru M&G	Lee Valley Regional Park Authority	1
05 Nov	A Guide to Administering AVC Contributions with Pru M&G	London Borough of Tower Hamlets	1
05 Nov	A Guide to Administering AVC Contributions with Pru M&G	London Councils	6
05 Nov	A Guide to Administering AVC Contributions with Pru M&G	London Met University	1

EMPLOYER ENGAGEMENT & COMMUNICATION ACTIVITY

ALL
LPPA

Employers *(Continued)*

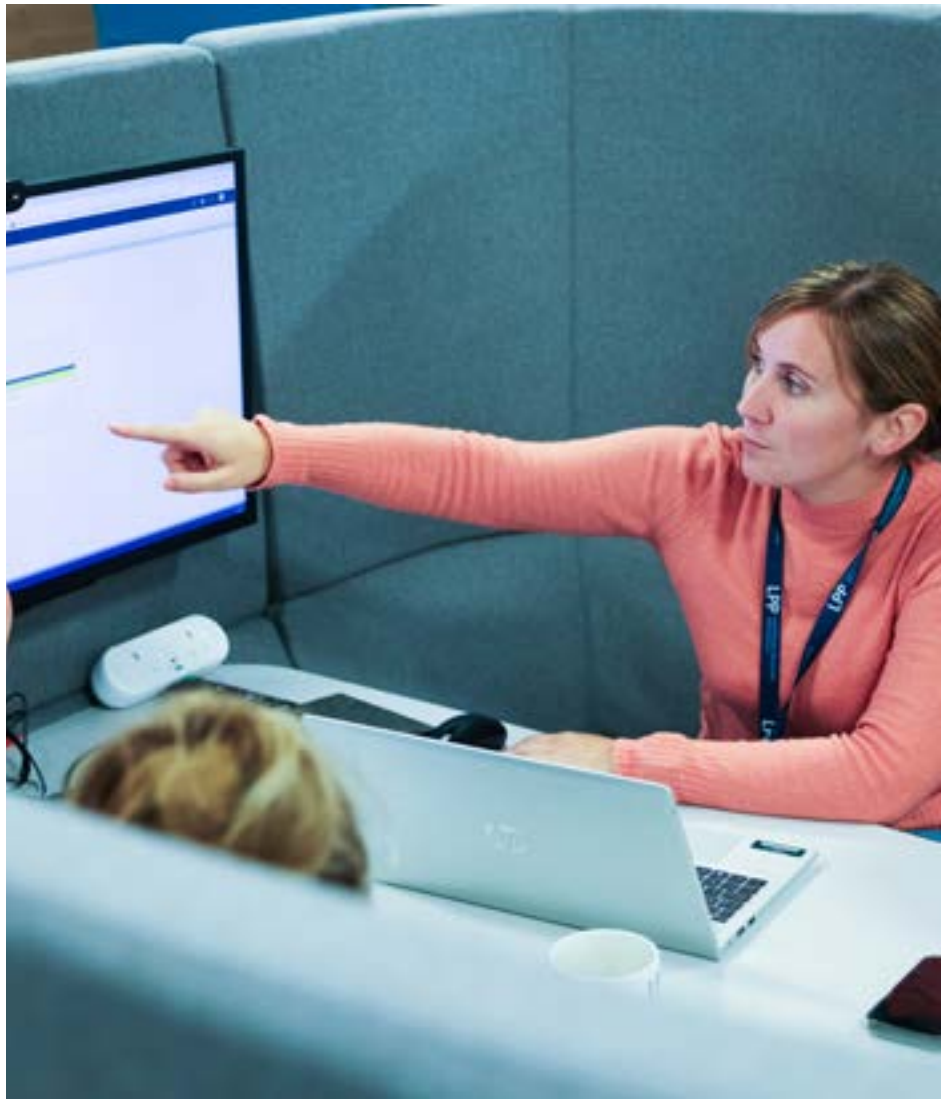
Date	Activity	Employer	Number in attendance
05 Nov	A Guide to Administering AVC Contributions with Pru M&G	University of Greenwich	2
05 Nov	A Guide to Administering AVC Contributions with Pru M&G	University of Westminster	1
06 Nov	Employer Responsibilities Training	Central School for Speech and Drama	1
06 Nov	Employer Responsibilities Training	Avanti Meadows	1
06 Nov	Employer Responsibilities Training	BMAT Education	1
06 Nov	Employer Responsibilities Training	The Ivy Trust	1
06 Nov	Employer Responsibilities Training	Julius Rutherfoord	1
06 Nov	Employer Responsibilities Training	Learning in Harmony Trust	1
06 Nov	Employer Responsibilities Training	London Councils	1
06 Nov	Employer Responsibilities Training	LPFA	1
06 Nov	Employer Responsibilities Training	Transport for London	1
19 Nov	Monthly Data Returns Training	Avanti Meadows	1
19 Nov	Monthly Data Returns Training	Brunel University	1
19 Nov	Monthly Data Returns Training	Computacenter UK Ltd	1
19 Nov	Monthly Data Returns Training	GLL	1
19 Nov	Monthly Data Returns Training	The Ivy Trust	1
19 Nov	Monthly Data Returns Training	Lambeth Council	1
19 Nov	Monthly Data Returns Training	London Fire Commissioner	1
19 Nov	Monthly Data Returns Training	Central School for Speech and Drama	1
25 Nov	Scheme Leavers Training	Beaumont School	1
25 Nov	Scheme Leavers Training	GLL	1
25 Nov	Scheme Leavers Training	London Borough of Hammersmith & Fulham	1
25 Nov	Scheme Leavers Training	London Councils	1
25 Nov	Scheme Leavers Training	London Fire Commissioner	1
25 Nov	Scheme Leavers Training	London South East College	1
25 Nov	Scheme Leavers Training	The Ivy Trust	1
25 Nov	Scheme Leavers Training	Valuation Office Agency	1
02 Dec	Employer Responsibilities Training	Jewish Community Academy Trust	1
02 Dec	Employer Responsibilities Training	London Borough of Hammersmith & Fulham	1
02 Dec	Employer Responsibilities Training	London Treasury	2
02 Dec	Employer Responsibilities Training	Queens School	1
09 Dec	Monthly Data Returns Training	Jewish Community Academy Trust	1
09 Dec	Monthly Data Returns Training	London Borough of Hammersmith & Fulham	1
09 Dec	Monthly Data Returns Training	London Borough of Islington	1
09 Dec	Monthly Data Returns Training	London South East College	1
09 Dec	Monthly Data Returns Training	The Ivy Trust	1
09 Dec	Monthly Data Returns Training	University of Greenwich	1
11 Dec	Absence and Ill Health Retirement Training	Agora Learning Partnership	1
11 Dec	Absence and Ill Health Retirement Training	Lambeth Council	1
11 Dec	Absence and Ill Health Retirement Training	The Ivy Trust	1
11 Dec	Absence and Ill Health Retirement Training	University of Greenwich	1
17 Dec	Scheme Leavers Training	Greater London Authority	1
17 Dec	Scheme Leavers Training	Jewish Community Academy Trust	1
17 Dec	Scheme Leavers Training	London Borough of Islington	1
17 Dec	Scheme Leavers Training	The Ivy Trust	1
23 Dec	Employer Support Meeting - Employer Portal	Julian's Primary School	

EMPLOYER ENGAGEMENT & COMMUNICATION ACTIVITY

ALL
LPPA

Members

Date	Activity	Employer	Number in attendance
13 Oct	Making Sense of Your Pension Session	Various	4
14 Oct	Making Sense of Retirement Session	Various	3
20 Oct	Pre-Retirement Seminar for Non-Operational Staff	London Fire Commissioner	4
04 Nov	Lunch and Learn Session with LPFA	University of Greenwich	Not Known
10 Nov	Making Sense of Your Pension Session	Various	6
11 Nov	Making Sense of Retirement Session	Various	2
17 Nov	Pre-Retirement Seminar for Non-Operational Staff	London Fire Commissioner	Not Known
16 Dec	Making Sense of Retirement Session	Various	8



Data Quality

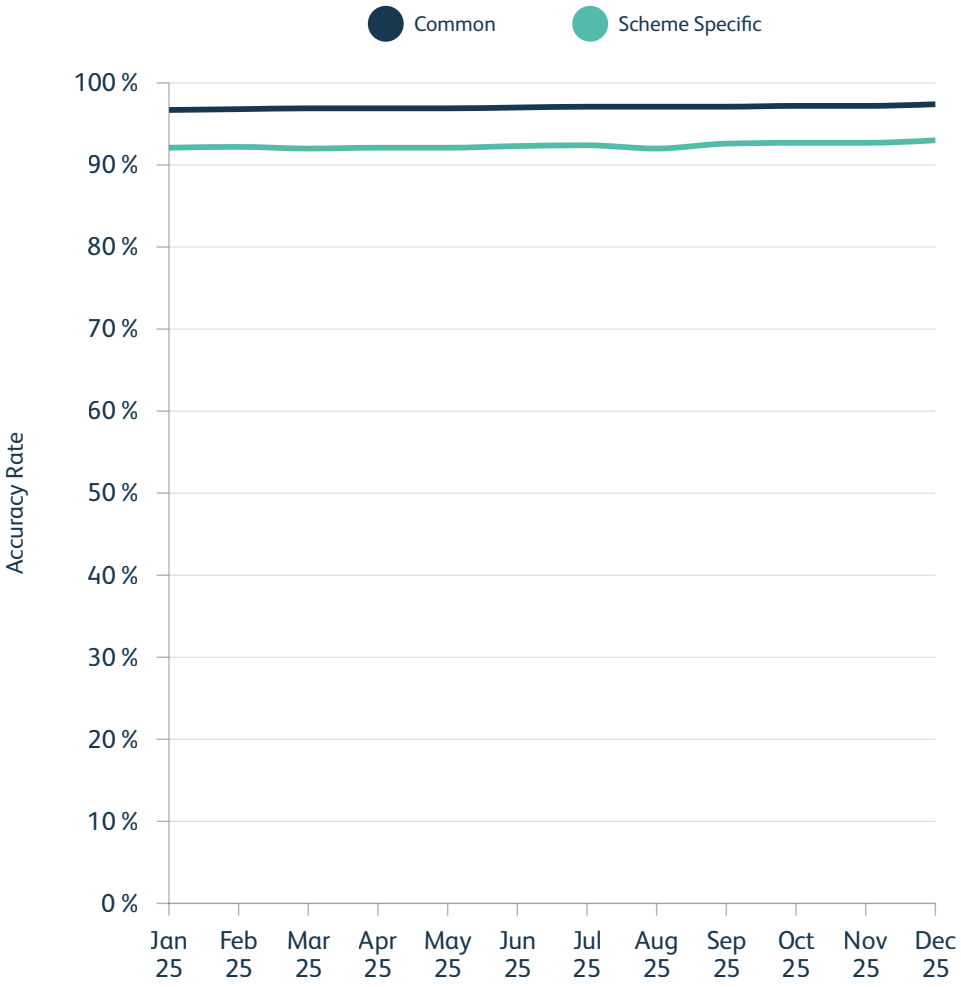
In this section…

- TPR data scores
- Common data
- Scheme specific data

DATA QUALITY

CLIENT SPECIFIC

TPR DATA SCORES



	Common (Target 95 %)	Scheme Specific (Target 90 %)
Jan 25	96.7%	92.1%
Feb 25	96.8%	92.2%
Mar 25	96.9%	92.0%
Apr 25	96.9%	92.1%
May 25	96.9%	92.1%
Jun 25	97.0%	92.3%
Jul 25	97.1%	92.4%
Aug 25	97.1%	92.0%
Sep 25	97.1%	92.6%
Oct 25	97.2%	92.7%
Nov 25	97.2%	92.7%
Dec 25	97.4%	93.0%

END OF QUARTER DATA QUALITY
(TPR SCORES)

CLIENT SPECIFIC

COMMON DATA

CLIENT SPECIFIC

Data Item	Active	Deferred	Pensioner / Dependant
Invalid or Temporary NI Number	43	176	63
Duplicate effective date in status history	2	92	9
Gender is not Male or Female	17	20	0
Duplicate entries in status history	85	134	52
Missing (or known false) Date of Birth	0	0	0
Date Joined Scheme greater than first status entry	13	11	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	2	2	0
Last entry in status history does not match current status	109	27	4
Member has no address	85	1,616	95
Missing Forename(s)	0	0	0
Missing State Retirement Date	17	20	0
Missing postcode	71	1,638	115
Missing Date Joined Pensionable Service	1	1	0
Total Fails	461	3,737	342
Individual Fails	363	1,983	244
Total Members	22,219	42,115	37,149
Accuracy Rate	98.4%	95.3%	99.3%
Total Accuracy Rate			97.4%

SCHEME SPECIFIC DATA

CLIENT SPECIFIC

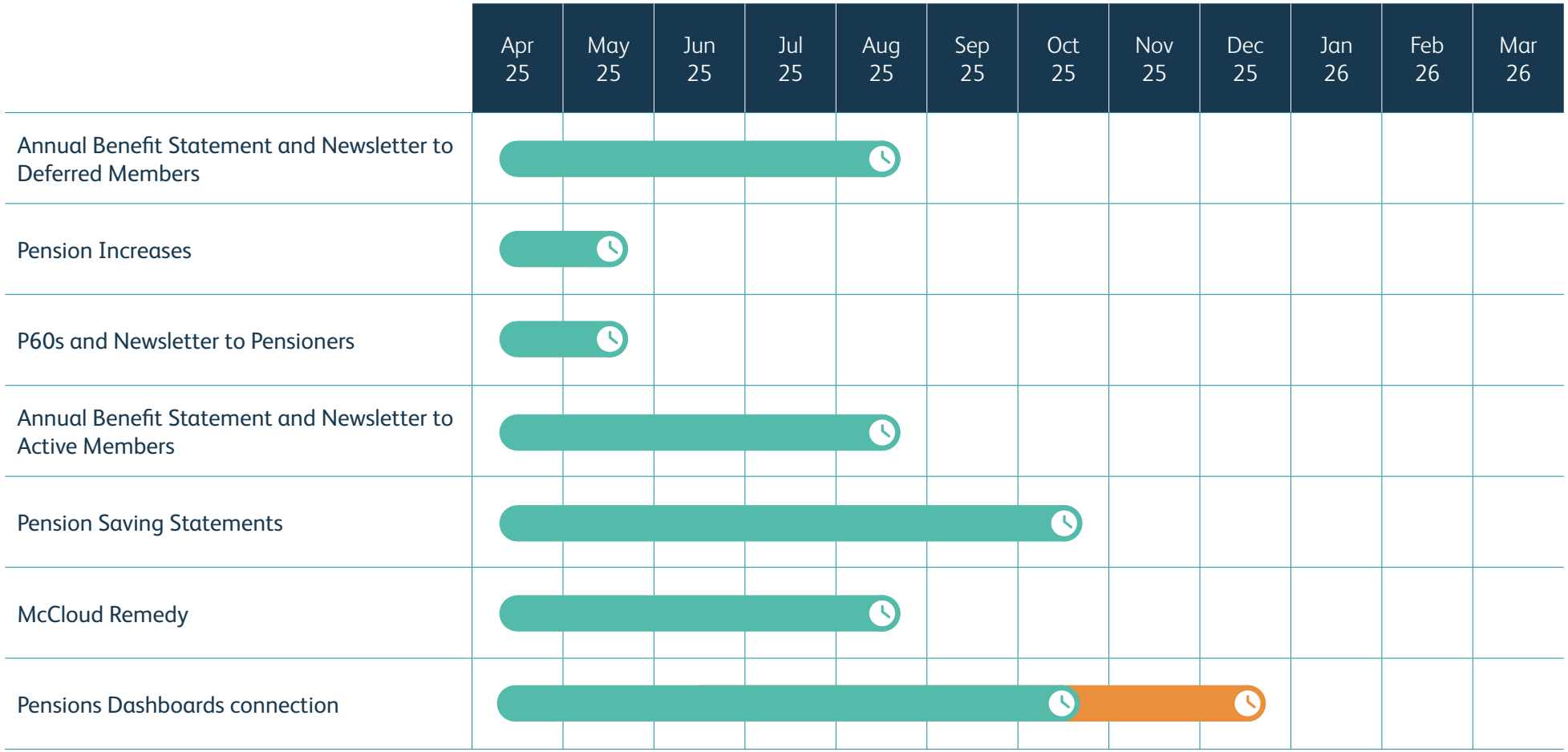
Data Item	Fails
Divorce Records	0
Transfer In	245
AVCs/Additional Contributions	117
Deferred Benefits	6
Tranches (DB)	202
Gross Pension (Pensioners)	23
Tranches (Pensioners)	534
Gross Pension (Dependants)	18
Tranches (Dependants)	67
Date of Leaving	414
Date Joined Scheme	417
Employer Details	5
Salary	821
Crystallisation	435
CARE Data	263
CARE Revaluation	8
Annual Allowance	1,170
LTA Factors	1,348
Date Contracted Out	411
Pre-88 GMP	1,715
Post-88 GMP	1,024
Total Fails	9,243
Individual Fails	7,145
Total Members	101,483
Accuracy Rate	93.0%

Appendices

In this section…

- Appendix A - Annual Activity

APPENDIX A
LPPA ANNUAL ACTIVITY



LPP

Local Pensions Partnership Administration