

# London Pension Fund Authority

Meeting of the Local Pensions Board (LPB)

## MINUTES

**Meeting:** Minutes of the meeting of the LPB of the London Pension Fund Authority  
**Date:** Thursday 5 June 2025  
**Time:** 13:00 – 15:00  
**Location:** Royal College of Obstetricians & Gynecologist, Meeting Room 204, 10 Union Street, London, SE1 1SZ

### In Attendance

#### LPB Members:

|                 |                         |
|-----------------|-------------------------|
| Mike Allen      | Member Representative   |
| Stephen Boon    | Employer Representative |
| James Cherry    | Member Representative   |
| Andy Cunningham | Chair                   |
| Luke Rigg       | Employer Representative |
| Tadija Popovic  | Employer Representative |
| Amy Sweeting    | Member Representative   |
| Surendra Wanza  | Member Representative   |

#### LPFA Attendees

|                     |                                 |
|---------------------|---------------------------------|
| Audrey Allen-Chitwa | Head of Finance and Accountancy |
| Jo Donnelly         | Chief Executive Officer         |
| Adam Bush           | Head of EMS                     |
| Ashley Durkan       | Governance Manager              |
| Alistair Peck       | Head of Comms & Engagement      |
| Evelina Miller      | Comms & Engagement Officer      |
| Mala Visram         | Pensions Technical Manager      |
| Lana Watson         | Investment & Funding Director   |

#### LPPA Attendees (Item 3 Only):

|              |                    |
|--------------|--------------------|
| Chris Batts  | Senior CRM         |
| David Parker | Head of Operations |

#### Apologies:

|               |                               |
|---------------|-------------------------------|
| Natalie Watt  | Member Representative         |
| Mark Anderson | Director of Compliance & Risk |

## 1. LPB242 - Introductory Matters

Chair's welcome, apologies, and declarations

- 1.1 The Chair welcomed all present to the meeting and confirmed that it was quorate. Apologies were received from Mark Anderson and Natalie Watt.

Minutes of the meeting held on 19 February 2025

- 1.2 The Board **REVIEWED** and **APPROVED** the minutes of the previous meeting held on 19 February 2025.

Action points

- 1.3 The Committee noted the actions as either complete or in progress. It was confirmed that a number of the actions were scheduled to be addressed within the meeting.

## 2. LPB243 – LPFA Compliance Oversight and Regulation

- 2.1 The Pension Technical Manager presented the report in the absence of the Director of Compliance and Risk. She explained that the report reflected her own perspective, drawing on 29 years of LGPS experience, and highlighted key areas of compliance oversight and regulation.
- 2.2 The Board heard that while LPPA were meeting SLA targets, further scrutiny had revealed areas of concern. Retirements data provided by LPPA appeared inconsistent, with carried forward

cases not reducing despite an increase in outputs. It was noted that some historic estimate cases had been retained on the system, creating confusion around reporting. The Pension Technical Manager confirmed she had asked LPPA and the software provider to provide clarification and undertook to update the Board at the next meeting.

- 2.3 The contact centre had delivered good performance overall, although LPPA had warned that waiting times were likely to increase in the next quarter due to large-scale processing exercises, including P60s and McCloud remedy statements. While call handlers had received positive feedback, overall satisfaction levels were lower, particularly regarding the timely payment of benefits. The Pension Technical Manager confirmed she had requested further data to understand how LPPA intended to address these concerns.
- 2.4 The Board reviewed the complaints data. It was noted that although overall complaint levels had reduced between Q1 and Q4 2024-25. Many complaints related to service quality and delays, and a high proportion were upheld. LPPA had recruited additional resource with complaints-handling experience and were aiming to achieve improvements. Members welcomed the Pension Technical Manager's practice of undertaking deeper reviews of complaints and noted her view that lessons learned at Stage 2 could be applied to Stage 1 to strengthen the process.
- 2.5 Members raised concerns that the complaints data table provided limited insight, particularly regarding the broad category of "general service," which did not explain the root causes of dissatisfaction. The Board observed that SLA reporting methodology could be masking underlying issues, since the current method allowed the measurement clock to reset when cases were referred back to members or employers. It was agreed that LPFA officers should press LPPA for a review of this methodology to ensure SLA data accurately reflected the member experience.
- 2.6 Members also considered delays in processing, particularly for deferred members and retirement cases. It was noted that back-and-forth communication between LPPA and employers often led to unacceptable delays. The Board expressed concern that LPPA were taking on new clients which could intensify performance issues.
- 2.7 The Pension Technical Manager reported that errors had also been identified in the handling of short-term pensions. Five cases had been discovered where short-term pensions had continued beyond the statutory period, in some cases since 2021, due to system migration issues and insufficient controls. The cases had now been rectified and safeguards implemented in payroll processes. One separate miscalculation had also been identified at checking stage, which was attributed to human error. Training and oversight had been introduced to mitigate recurrence.
- 2.8 Members questioned whether upheld complaints resulted in compensation to members. The Pension Technical Manager confirmed that LPPA offered goodwill payments for distress and inconvenience in line with TPR guidance, which in shared service arrangements were recharged to LPFA. The Board noted that this approach differed from other funds where administration was in-house and costs were absorbed by the Third-Party Administrator.
- 2.9 The Board expressed continued concern at the high volume of complaints, delays in benefit payments, and the adequacy of LPPA's internal processes and controls. Members agreed that LPFA must continue to hold LPPA to account, particularly in relation to SLA methodology, complaint resolution, and resourcing as new clients were onboarded.
- 2.10 The Board **NOTED** the update and requested that LPFA officers seek further assurance from LPPA on the SLA methodology, complaints handling process, and resourcing levels to ensure risks to service delivery were appropriately mitigated.

### **3. LPB244 – LPPA Quarterly Report**

- 3.1 The LPPA Client Relationship Manager and the LPPA Head of Operations presented the Q4 2024–25 quarterly report.
- 3.2 The Board heard that casework performance for the quarter had achieved 99% against SLA, with casework volumes increasing, in line with trends across other LGPS clients. It was noted that the higher volumes contributed to more cases being carried forward into the following period.
- 3.3 The Board was updated on retirement processing. LPPA continued to aim for pensions to be paid within 30 days of leaving where employers submitted timely notifications. In cases where on-time notifications were received, 30–40% of payments had been processed within target, with 77% of first payments made promptly where no AVCs were involved. It was acknowledged that AVC disinvestment processes, employer pay queries, and delays in members returning forms continued to present challenges.
- 3.4 Contact centre performance for the quarter was within target, with an average wait time of three minutes, although this increased to over five minutes in April 2025 due to McCloud remedy work in the Fire and Police schemes.
- 3.5 The Board noted a positive downward trend in complaints. The proportion of complaints relative to service levels reduced from 0.52% in April 2024 to 0.34% in April 2025. The proportion of complaints resolved within 30 days had also improved significantly, rising from 39% to 78%. This was attributed to moving responsibility for complaints into operational teams and closer to casework detail. A new internal complaints board had been established to oversee analysis and lessons learned.
- 3.6 Members received an update on key projects. The ESIP service improvement programme had successfully automated over 3,000 cases in January, with online retirement forms rolled out following a pilot with three clients. It was reported that online forms were six times quicker to process than paper forms, with improved accuracy through built-in validation checks. LPPA were also piloting a bank account validation system to reduce payment errors.
- 3.7 The Board discussed progress on further system improvements. Members queried delays in the launch of the new online leaver form and the validation of pay data, both of which had been expected to go live earlier in the year. LPPA confirmed that these developments were in final user acceptance testing and would be implemented within the coming month.
- 3.8 Members raised concern about instances of delayed retirement payments, citing specific examples of cases where assignments had not been processed within SLA. LPPA acknowledged issues caused by employer pay queries and confirmed that improvements in data validation, particularly in the leaver form, would reduce errors and delays. LPPA also outlined plans to treat larger employers as “mini-clients” with tailored service reviews to improve employer engagement and ensure appropriate provision of data.
- 3.9 The Board asked that elapsed time data be broken down further to show how delays were split between members, employers, and LPPA. LPPA confirmed that work was underway to analyse elapsed time, on-hold cases, and repeat queries, and agreed to provide further detail once reliable outputs were available.
- 3.10 On McCloud, LPPA reported that the final system release, covering retrospective and business-as-usual processes, was in user acceptance testing. Calculations were being prioritised, and an eligibility module had gone live to identify members in scope. While testing was progressing, it was acknowledged that the timeframe to meet the 31 August 2025 deadline remained challenging and would depend on the outcome of the current testing phase.

- 3.11 The Board expressed concern about the risk of late delivery of McCloud requirements and sought assurance that LPPA would maintain regular updates to LPFA Officers and the Board. Members emphasised the importance of providing complete and accurate benefit statements, with any system or manual limitations clearly communicated.
- 3.12 The Board also noted updates on the pension's dashboard. LPPA confirmed that the connection deadline of 31 October 2025 was on track, with preparations focused on ensuring data quality and readiness for future member engagement once dashboards became accessible.
- 3.13 In relation to member engagement, LPPA reported steady growth in the number of members registered with the online portal and confirmed ongoing work to improve communication preferences and satisfaction survey response rates.
- 3.14 The Board thanked the LPPA representatives for the report, welcomed the improvements in complaints handling and automation, and **NOTED** the updates provided.

#### **4. LPB245 – Communications and Engagement**

- 4.1 The Head of Communications and Engagement, the Head of Employer Management Services, and the Communications and Engagement Officer presented an update on communications and engagement activity.
- 4.2 The Board received a summary of the recent "Lunch and Learn" pilot session held with London Councils. The initiative aimed to collaborate with employers to strengthen engagement with active members and covered the role of LPFA, responsible investment, and pension calculations. Feedback from London Councils staff had been positive and the session was considered beneficial. The team confirmed that further sessions were being planned with other employers, with refinements made in response to feedback from the pilot.
- 4.3 Members discussed the distinction between LPFA-led sessions and LPPA's employer engagement activity. While concerns were raised about potential duplication, it was agreed that LPFA's contribution was valuable in relation to investment matters and responsible investment, areas where LPPA could not provide equivalent input. It was noted that joint sessions could add value by combining LPFA's investment perspective with LPPA's scheme administration expertise, though members also stressed that lessons learned from LPFA's activity should be fed back to LPPA to support improvements in their employer training provision.
- 4.4 The Board reviewed performance on member portal registrations. LPFA confirmed that active member registration with PensionPoint stood at approximately 37%, which compared unfavourably with other funds such as South Yorkshire and Surrey where levels exceeded 47%. Recent initiatives, including targeted newsletters and campaigns in partnership with employers, had resulted in incremental growth, with around 900 new registrations since the last meeting. However, it was reported that more than 50% of members who visited the portal failed to complete registration, highlighting usability issues with PensionPoint.
- 4.5 The Board noted that members often reported difficulties with the portal's two-factor authentication process and email verification, which in some cases resulted in members being unable to complete registration. It was also observed that problems with email address changes and login validation may be contributing to drop-off rates. The Board questioned whether these issues were unique to LPFA members or experienced across other funds using PensionPoint and suggested that a collective approach to Civica could be pursued to improve the product.
- 4.6 The Communications and Engagement Officer presented findings from the 2025-member survey. Over 3,000 responses were received, representing 7.4% of members contacted. Respondents

were primarily aged 55–75 and retired, which influenced the profile of feedback received. Members expressed strong trust in LPFA’s management of the Fund and valued the security of their pensions. Communications were viewed positively overall, although awareness of the Fund Member Forum remained low despite regular invitations being issued. Responsible investment was highlighted as a key area of interest, though only one third of members felt they had a good understanding of the topic.

- 4.7 The Board was informed that LPFA planned to relaunch its Net Zero Hub as a Responsible Investment Hub, with additional educational content including explainer videos, a glossary of terms, and case studies. LPFA would also continue to refine communications on the future of the LGPS, recognising this was a priority interest for members.
- 4.8 Board Members expressed concern about the limitations of PensionPoint, which was the primary digital tool available to members, and agreed that LPFA should continue to press LPPA and Civica to address usability issues. It was also noted that responsible investment communications provided an opportunity to reinforce member confidence and engagement with the Fund.
- 4.9 The Board **NOTED** the update and welcomed the initiatives to improve employer engagement, increase member registrations, and strengthen communications on responsible investment.

## 5. LPB246 – Governance

- 5.1 The Governance Manager explained that due to time constraints and the draft nature of the Annual Governance Statement (AGS), discussion would be deferred to the next meeting. The AGS was due to be considered by the Audit and Risk Committee at its next meeting, and further updates would be made to incorporate the recently received Internal Audit Annual Report and other outstanding items.
- 5.2 The Board noted that the current draft was largely factual in nature and members did not raise substantive comments. One member queried a highlighted section at the start of the report which referred to “general issues to be monitored during the year ahead,” but the Governance Manager confirmed that text highlighted in yellow indicated areas requiring further action or confirmation before the AGS was finalised.
- 5.3 It was agreed that the revised AGS would be presented to the Board at its next meeting, once amendments and additional content had been incorporated.
- 5.4 The Board **NOTED** the update and **AGREED** to revisit the AGS at a future meeting.

## 6. LPB247 – LPFA Annual Report

- 6.1 The Head of Communications and Engagement presented the draft administration and governance sections of the LPFA Annual Report for noting and feedback. It was explained that changes to regulations last year had altered the required structure of the annual report. Work was underway to finalise outstanding sections ahead of the statutory publication deadline of 1 December 2025.
- 6.2 Members provided feedback on the draft content. It was noted that the staffing figures in section 4.3 appeared to reflect the full LPPA headcount rather than the proportion attributable to LPFA, and the Head of Communications and Engagement undertook to review and amend this. Members also commented that certain ratio figures in the report should be presented in the opposite order to match the wording used.
- 6.3 A further query was raised in relation to section 9.9, where the overpayments and recoveries data

had not yet been updated beyond prior years. Members requested sight of the finalised table once refreshed, noting the importance of capturing recent changes to processes for identifying and recovering overpayments, including those relating to deceased members.

6.4 The Board **NOTED** the draft report and the feedback provided and **AGREED** that the updated version should be circulated once amendments and final data had been incorporated.

6.5

## 7. LPB248 – LPB Chairs’ Annual Report 2024-25

7.1 The Chair presented the draft Local Pension Board Annual Report for 2024–25. The report included factual content on attendance and membership alongside a more reflective narrative highlighting the Board’s activities during the year and areas for future focus.

7.2 The Chair explained that the report emphasised improvements achieved over the past year, while also acknowledging areas requiring further development. The forward-looking section set out national issues such as government consultations, as well as the Board’s role in overseeing business-as-usual activity.

7.3 The Board noted that the draft report had been prepared jointly by the Chair and the Governance Manager, with governance aspects drafted by the Governance Manager and the wider activity and forward-look sections drafted by the Chair.

7.4 Members agreed that the report provided a fair and accurate reflection of the Board’s work during the year. It was noted that the inclusion of training activity marked an improvement compared with the previous year’s report.

7.5 The Board **APPROVED** the Local Pension Board Chair’s Annual Report 2024–25 for submission to the LPFA Board.

## 8. LPB249 – Forward Plan

8.1 The Board reviewed the forward plan. It was confirmed that the next meeting would take place online on 9 September 2025. The Board noted that the updated Annual Governance Statement and the draft Annual Report and Accounts would be included for review at that meeting.

8.2 The Board **NOTED** the forward plan and the proposed items for the next meeting.

## 9. Any Other Business

9.1 A member raised concern about the delay in publishing LPFA Board and Committee agendas and minutes on the LPFA website, which had made it difficult to follow recent developments. The Governance Manager confirmed that this would be investigated.

9.2 It was suggested that LPB members would find it useful to receive copies of relevant LPFA minutes in future Board packs, recognising that while not all content was directly relevant, certain items of discussion provided helpful context for LPB oversight.

9.3 The Chair closed the meeting, noting that while early agenda items required extended discussion, later items had been dealt with more briefly and outstanding matters, including the Annual Governance Statement, would return to the Board at its next meeting.

**Signed:** Andy Cunnginham, LPB Chair

**Date:** 09 September 2025