

LOCAL PENSION BOARD SUPPLEMENTARY AGENDA

7 February 2023

The following report is attached for consideration and is submitted with the agreement of the Chairman as an urgent matter pursuant to Section 100B (4) of the Local Government Act 1972

6 LPPA QUARTERLY PERFORMANCE REPORT (Pages 1 - 30)

**Zena Smith
Democratic and Election
Services Manager**

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LPP

Local Pensions Partnership
Administration

Havering Pension Fund

Quarterly Administration Report

1st October – 31st December 2022

Page

Agenda Item 6

lppapensions.co.uk

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DEFINITIONS

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Total Fund Membership

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

Current Age Demographic

The age profile of the Membership is split across three types of status:

Active Members – Members who are currently contributing toward their pension benefits.

Deferred Members – Members who hold a deferred benefit in the fund.

Pensioner Members – Pensioners and Dependants who are currently receiving a pension.

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Casework Performance Against SLA

Performance is measured once all information is made available to LPPA, to enable them to complete the process. All casework has a target timescale in which to complete the process, and performance is measured as the % of cases that have been completed within that timescale.

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Casework Performance Against SLA

The category of 'Other' on this page covers cases including, but not limited to:

- Benefit revisions
- Maternity/paternity cases
- Ill Health cases
- Scheme Opt-Out cases
- Cases raised to cover 'Member Online Portal' registration queries
- P60 queries
- 50/50 scheme changes
- APC / AVC queries

Please note the number of cases brought forward, does not match the corresponding number of outstanding cases reported in the previous quarter (due to reasons including the deletion of cases during the current reporting period).

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Helpdesk Performance

Average wait time measures the time taken from the caller being placed into the queue, to them speaking with a Helpdesk adviser.

The percentage of calls answered does not include calls that are abandoned by the caller where the wait time is less than 2 minutes.

All figures reported in this section are non-client specific, as not all member calls are dispositioned at client level. This means that call volumes and wait times are not at client level - however, as calls are answered (through our various IVR options) in relation to wait time, performance across all LPPA clients is broadly the same

As the needs of our business, Clients and Members change, we adapt our reporting to suit the current trends and ensure sight of common topics. For this reason it is necessary to update and add new topics in the reason for calls. To accommodate the multitude of reasons we have created a "Other" category which includes (but not limited to) 'Information Only', 'Website', 'Resend Documents'.

Page 17 & 18

Customer Satisfaction Scores

The overall Helpdesk and Retirement satisfaction scores includes the percentage of people who provided a satisfied or neutral response.

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Member Online Portal

The number and % of Members that are registered for the Member Online Portal, including a quarterly view.

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Common/Conditional Data Fails

The Pension Regulator requires Administrators to keep Member data up to date to ensure benefits are accurately paid. This is split by Common Data (details that are specific to the Member) and Conditional Data (data that is related to the pension).

Individual Fails shows the total number of unique Members that have a single or multiple number of Common Data or Conditional 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](#) or [PASA](#) (The Pension Administration Standards Association) websites.

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

Page 5

	Apr 22	May 22	Jun 22	Jul 22	Aug 22	Sep 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23
Annual Benefit Statement and Newsletter to Deferred Members			✓									
Pension Increases		✓										
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 Q3 2022/23 (October – December 2022)

The second phase of the PACE migration to move to our new pensions administration system is now complete.

Phase 1 clients (9 clients / c300,000 members) successfully migrated between January – March 2022. Phase 2 clients (9 clients / c300,000 members) successfully migrated between October – December 2022.

To help us manage this significant change programme, we agreed a period of temporary relaxed SLAs for all clients between March – May 2022 and then again between November– January 2023.

The usual overall SLA target is 95 %, and this target was relaxed as follows:

- High priority relaxed SLA for 3-months post go live (relaxed to 90 % target SLA)
- Other cases relaxed SLA for 3-months post go live (relaxed to 70 % target SLA – with the exception of no breach in statutory deadlines, disclosure or a guarantee period)
- Ill-health estimates/retirements prioritised
- Helpdesk call and web form wait times are likely to increase and we will manage this by pro-actively updating messages on our website, in the IVR when we receive calls and when a web-form is submitted to us

PRIORITY	CASE TYPE
HIGH	Deaths • Retirements deferred • Retirements active
OTHER	New Starters • Refunds • Transfers Out • Transfers In Divorce • Aggregation • Deferred Benefits • Estimates – member Estimates – employer • Correspondence

Payroll

No disruption to pensioner payroll or lump sum payments (this equates to over £100m, across all clients, in pension payments per month).

Statutory Deadlines

Pensions Savings Statements were successfully issued in October 2022.

Casework SLA Performance

Casework performance for the period was impacted by the final Phase 2 Pace migration, and this migration contained the largest number of clients in a single go live (5 clients). The spikes in work created by the migrations adversely impacts performance. Relaxed SLAs will apply through to the end of January 2023 to support Pace transition.

EXECUTIVE SUMMARY CONTINUED

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

Satisfaction Scores

Helpdesk satisfaction scores has reduced slightly during the period. At the end of Q2, satisfaction was 83 %, at the end of Q3 satisfaction was 80 %.

Retirement satisfaction scores have decreased during the period. At the end of Q2, satisfaction was 69 %, at the end of Q3 satisfaction was 64 %. Satisfaction scores have been impacted by the phase 2 migrations and spikes in work which we currently have plans in place to work through.

Pensions Helpdesk

Helpdesk performance for the period has seen average wait times remain slightly higher, average 6 minutes, than our non-contractual target of 4 minutes. In December the average wait peaked at 9 minutes as performance was adversely impacted by higher call volumes at the start of the month, driving up average wait times.



Fund Membership

In this section...

- Total Fund membership
- Current Age Demographic

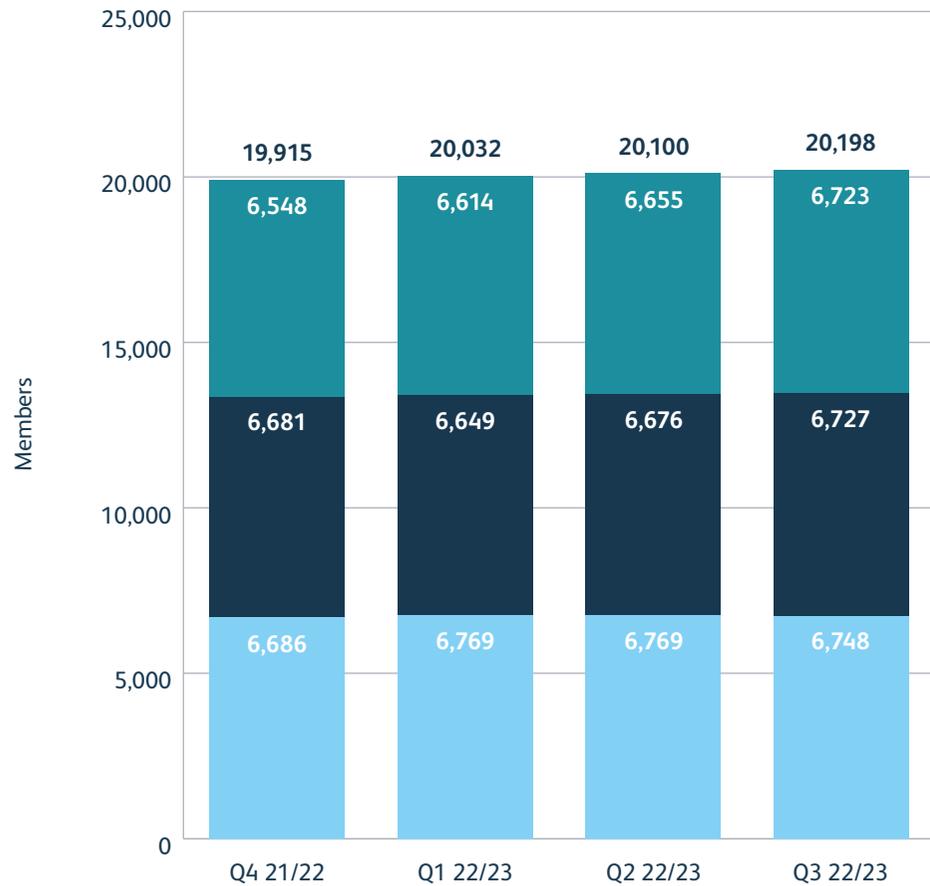
TOTAL FUND MEMBERSHIP



TOTAL FUND MEMBERSHIP

CLIENT SPECIFIC

Active Contributors Deferred Beneficiaries Pensioners & Dependents



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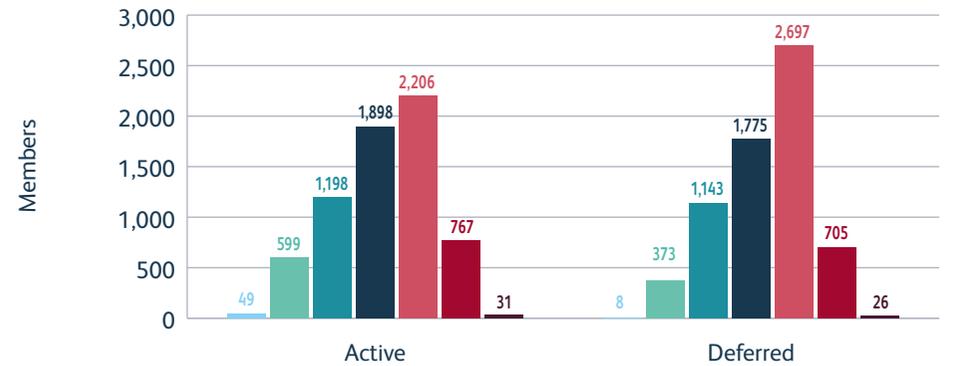
Members



CURRENT AGE DEMOGRAPHIC

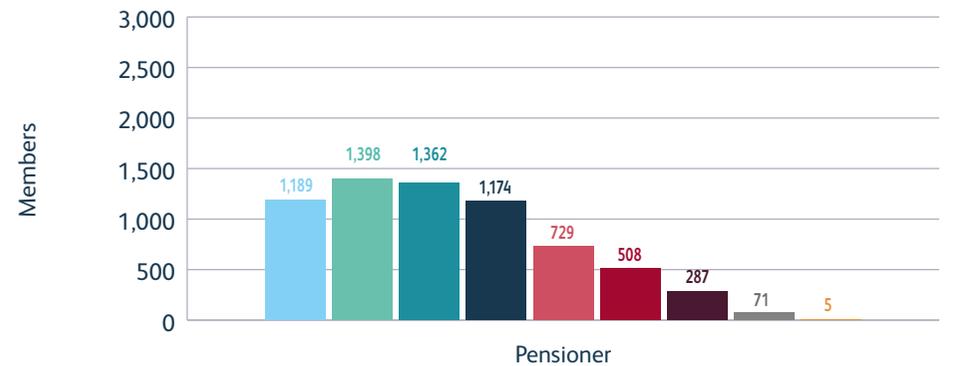
CLIENT SPECIFIC

Under 21 21 to 30 31 to 40 41 to 50 51 to 60 61 to 70 Over 70



Members

Under 65 65 to 69 70 to 74 75 to 79 80 to 84
85 to 89 90 to 94 95 to 99 100+



Members

Pensioner

Casework Performance Against SLA

In this section...

- Performance – All cases
- Performance Standard

CASEWORK PERFORMANCE AGAINST SLA

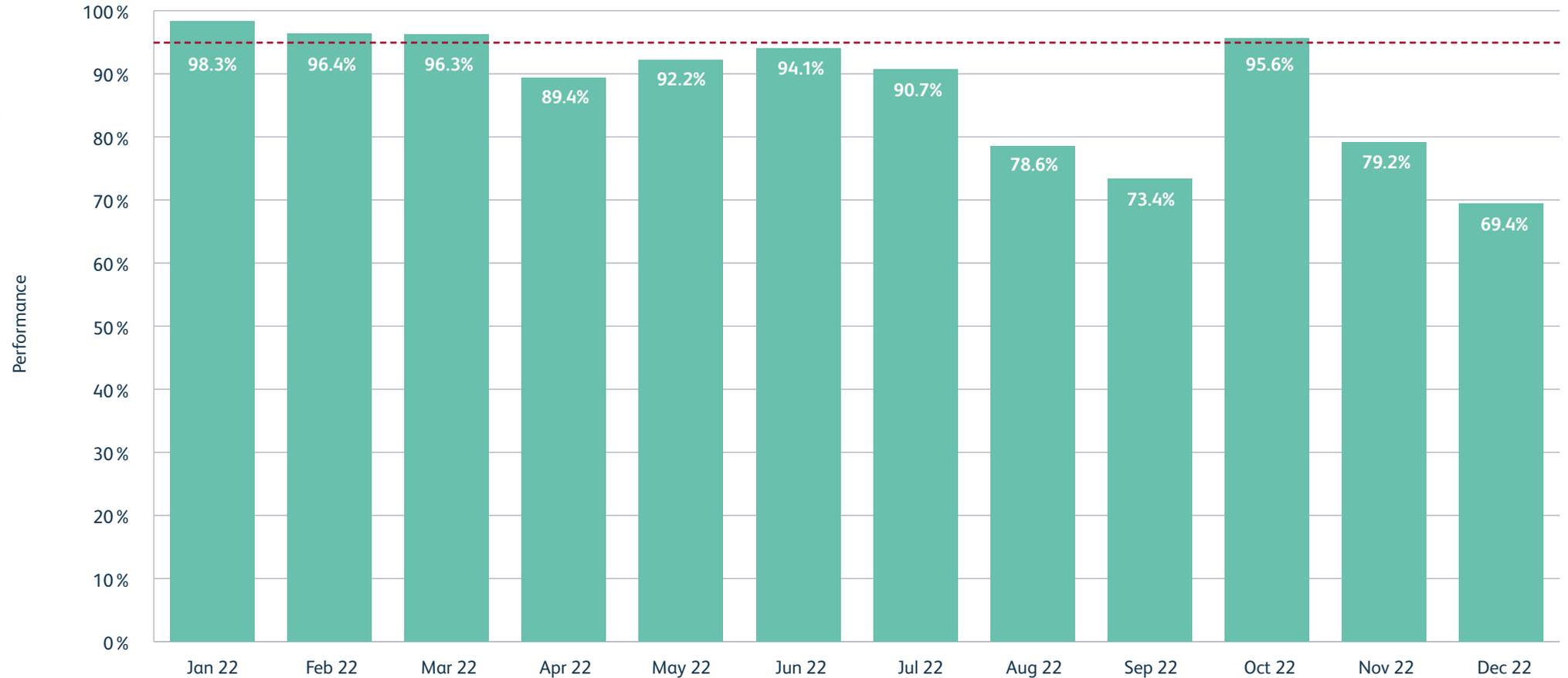


PERFORMANCE – ALL CASES

CLIENT SPECIFIC

--- Target (95%)

The quarterly SLA performance was 88.5%



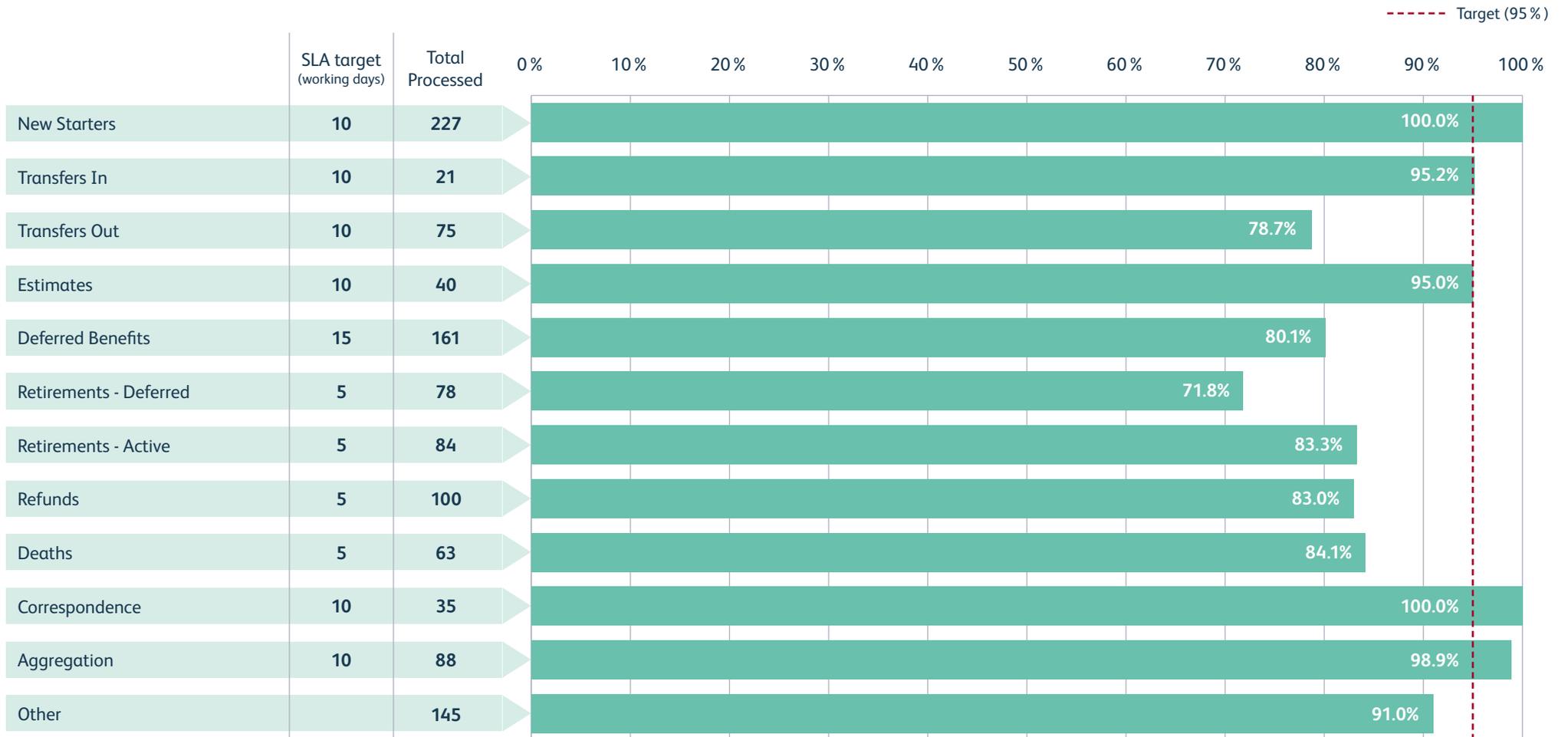
CASEWORK PERFORMANCE AGAINST SLA



PERFORMANCE STANDARD

CLIENT SPECIFIC

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Helpdesk Calls Performance

The Helpdesk deals with all online enquiries and calls from Members for all funds that LPPA provide administration services for.

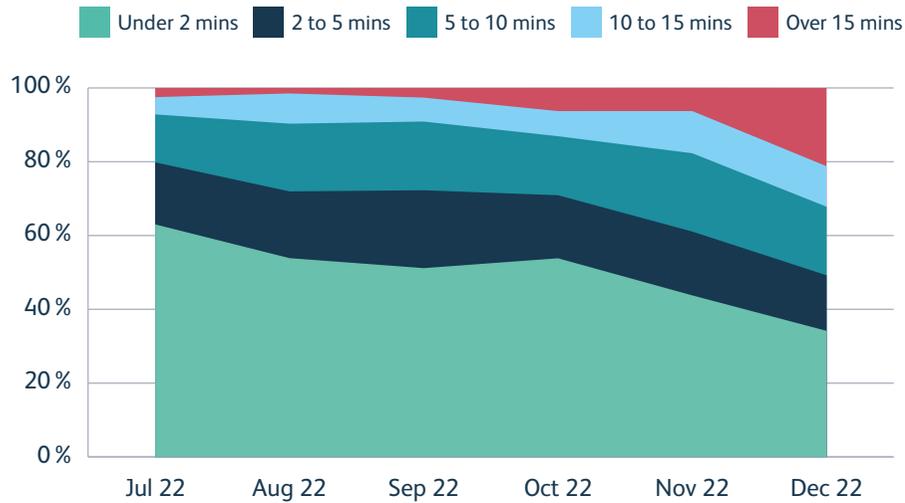
In this section...

- Wait time range
- Calls answered (%)
- Total calls

HELPDESK CALLS PERFORMANCE

WAIT TIME RANGE

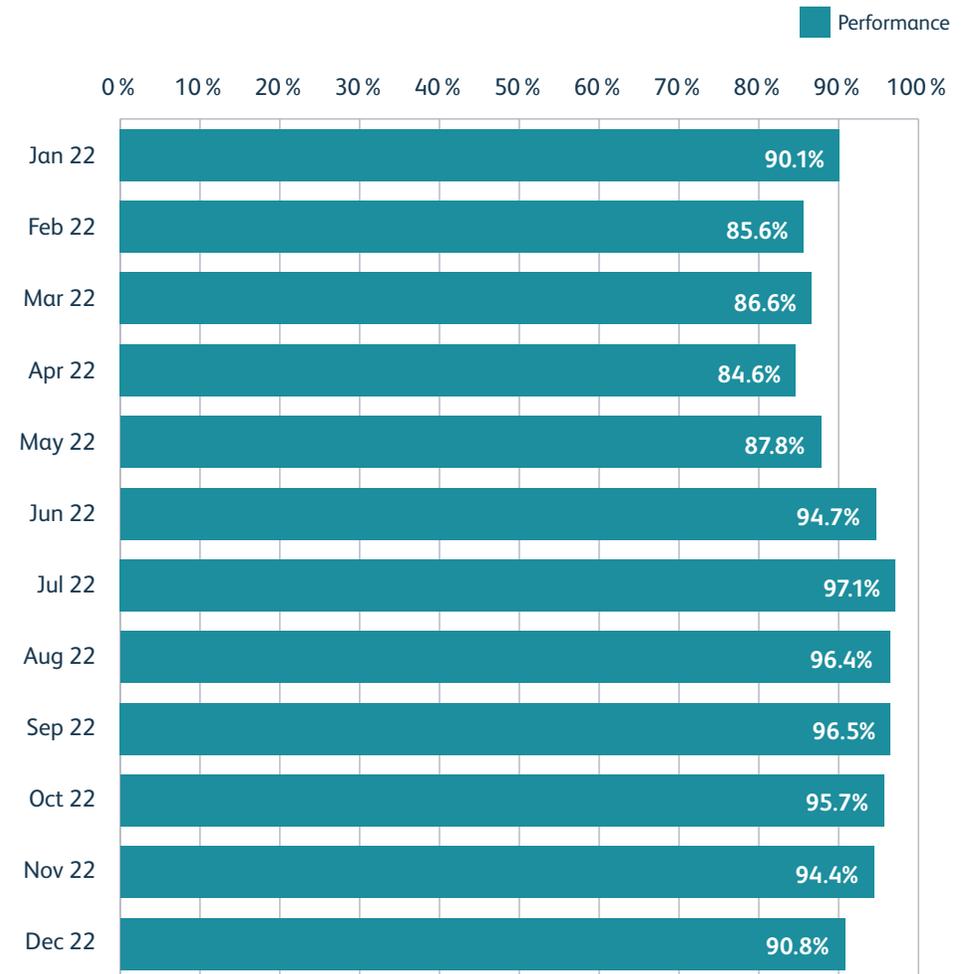
ALL LPPA



	Under 2 mins	2 to 5 mins	5 to 10 mins	10 to 15 mins	Over 15 mins
Jul 22	63.0%	16.8%	13.0%	4.7%	2.5%
Aug 22	53.9%	18.1%	18.3%	8.2%	1.5%
Sep 22	51.2%	21.1%	18.6%	6.5%	2.6%
Oct 22	53.8%	17.1%	16.0%	6.8%	6.3%
Nov 22	43.8%	17.3%	21.2%	11.4%	6.3%
Dec 22	34.2%	15.1%	18.6%	11.0%	21.2%

CALLS ANSWERED (%)

ALL LPPA



HELPDESK CALLS PERFORMANCE

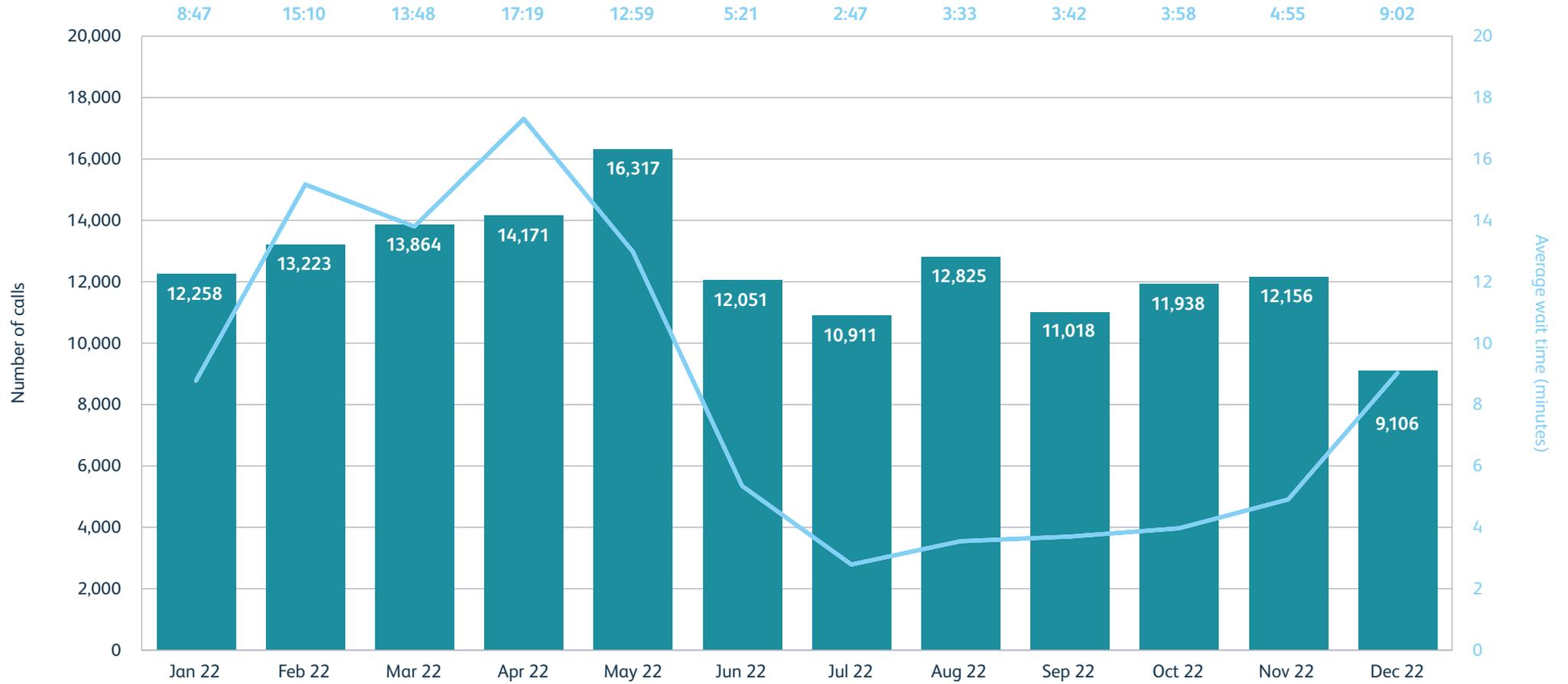


TOTAL CALLS

ALL LPPA

Average wait time (mm:ss)

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Customer Satisfaction Scores

In this section...

- Helpdesk calls satisfaction
- Retirements

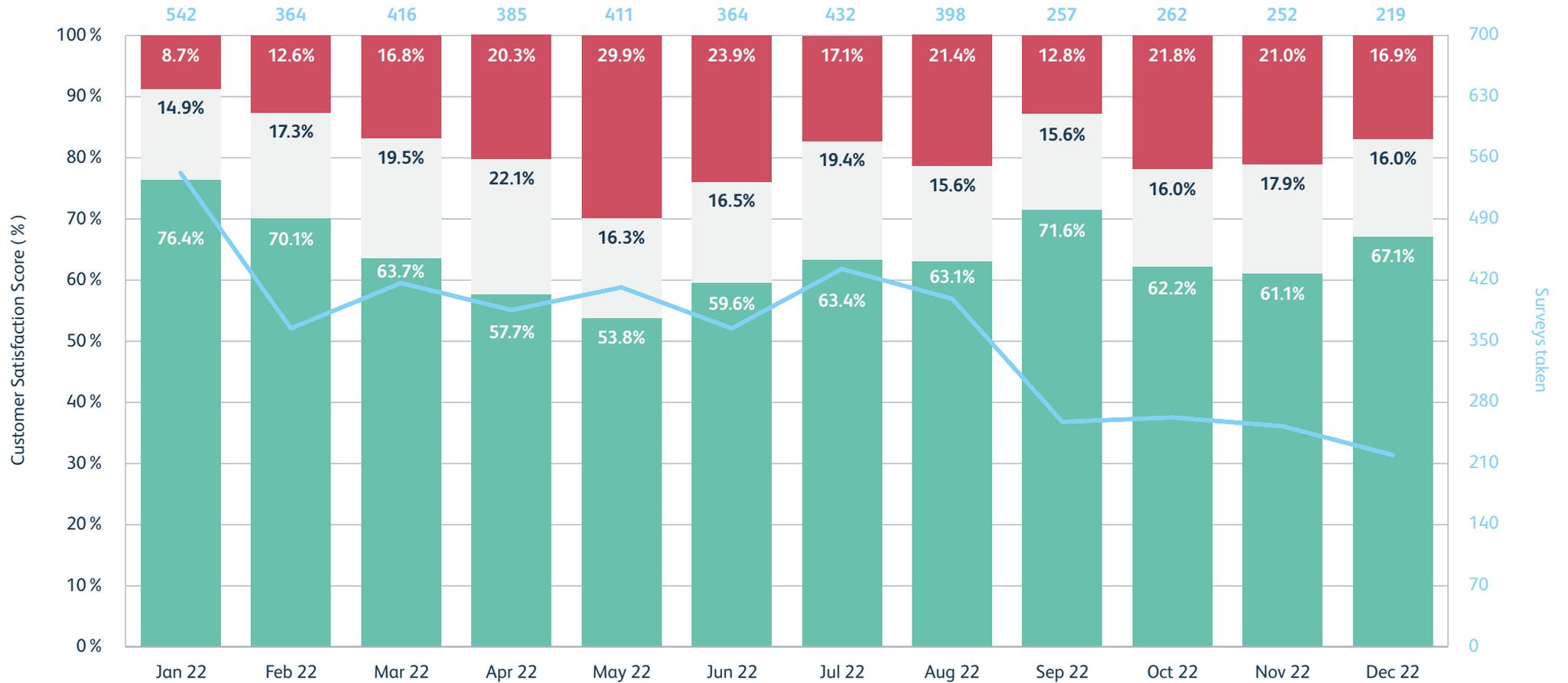
CUSTOMER SATISFACTION SCORES



HELPDESK CALLS SATISFACTION

ALL LPPA

■ Dissatisfied
 ■ Neutral
 ■ Satisfied
 — Surveys taken



CUSTOMER SATISFACTION SCORES

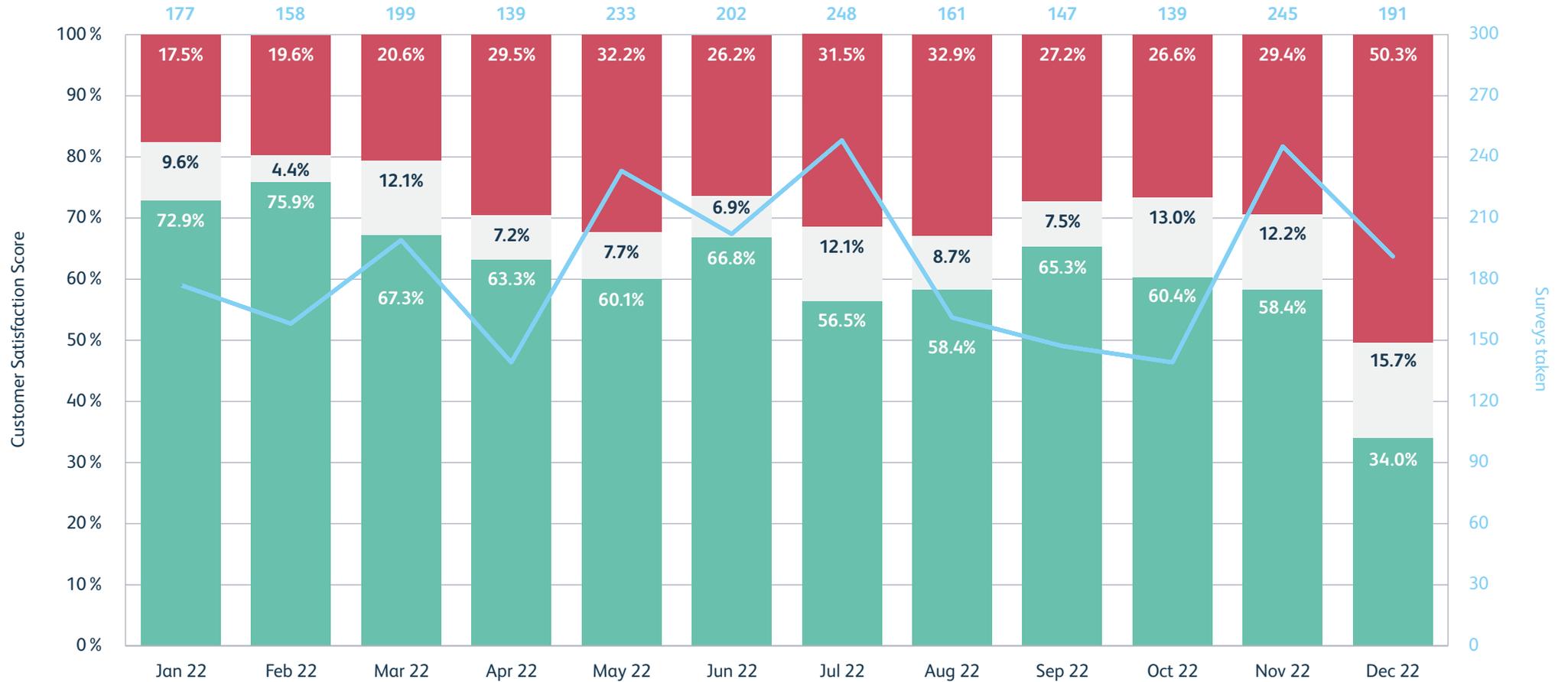


RETIREMENTS

ALL LPPA

■ Dissatisfied
 ■ Neutral
 ■ Satisfied
 — Surveys taken

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Member Online Portal

In this section...

- Members registered



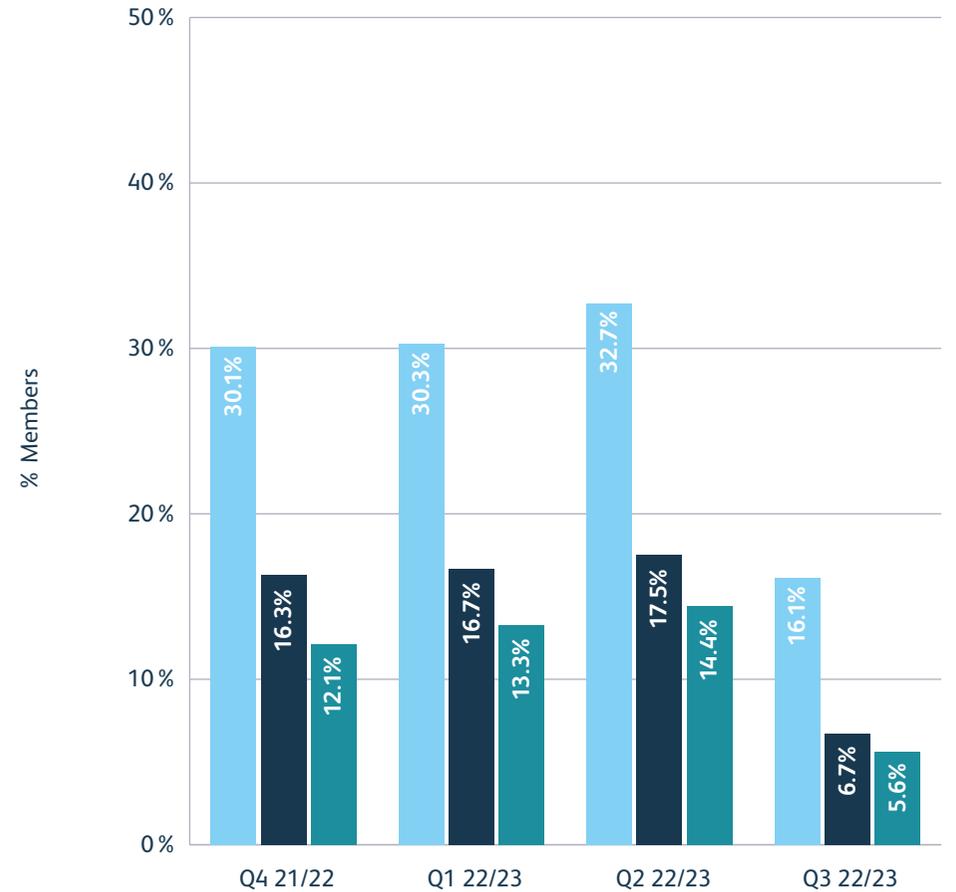
MEMBERS REGISTERED

CLIENT SPECIFIC

Active Deferred Pensioner



Active Deferred Pensioner



Employer Engagement & Communication Activity

In this section...

- Delivered
- Scheduled
- Engagement communications

EMPLOYER ENGAGEMENT & COMMUNICATION ACTIVITY



DELIVERED

ALL LPPA

1. An [email](#) was issued to members of the LPPA member panel to share results of a survey focusing on the new online newsletter (active and deferred members), whilst also asking for feedback on the FAQ (Frequently Asked Questions) section of the LPPA website.
2. [Help Hub](#) was launched on the LPPA website, a new member help and support section that consolidates all resources (FAQ's, videos, forms and documents, training) into one easily accessible area. The 'search' function has also been improved so that members can access the information they need quicker and easier.
3. [News Hub](#) was launched at the same time, a website page that enables quick and simple access to all LPPA new articles, blogs and research stories. It also includes links to all the latest LPPA newsletters.
4. The [LPPA employer toolkit page](#) was made available to help all employers communicate the benefits of PensionPoint to their members in the workplace. This includes access to content for internal emails, posters and intranet articles.
5. Member Sessions were delivered, all bookable via the LPPA Member Training page, including:

Making Sense of your Pension

These online sessions are aimed at members to help improve their knowledge of their pension, whether they have recently joined the scheme, or have been in the scheme a while.

Making Sense of Retirement

These sessions are aimed at Members who are reaching retirement age (age 55 and over) to help improve their knowledge of the retirement process and claim their pension.

6. [Emails](#) were issued to clients and employers to highlight planned maintenance days and details of system downtime (w/c 31 Oct, with reminders issued w/c 14 and 21 Nov).



EMPLOYER ENGAGEMENT & COMMUNICATION ACTIVITY



DELIVERED CONTINUED

ALL LPPA

7. [Pension Pulse](#) (employer newsletter) was issued in Q3, with features on UPM employer portal training, industry news and links to LGA bulletins.
8. [Training invites](#) were issued both to employers who are currently providing monthly data returns, as well as those which will be submitting from May 23 (training is scheduled every two weeks throughout 2023). The communication also provided employers with access to the monthly returns [online support page](#).
9. Details of the LPPA Christmas opening hours were provided to clients ([email](#)) and employers / members on the LPPA website.

EMPLOYER ENGAGEMENT & COMMUNICATION ACTIVITY



SCHEDULED

ALL LPPA

1. Emails will continue to be issued to encourage members to register for PensionPoint (promoting the benefits of online access to their pension).
2. Employer training sessions will continue with a focus on monthly returns and navigating the UPM employer portal, and sessions will include:
 - UPM employer portal training – sessions to support with general navigation and submitting the monthly return data file.
 - Monthly Return Training – regular training sessions will be available for employers to attend, with a demonstration of the upload of Monthly Return files via the UPM employer portal.
 - Remote employer visits will be conducted to support with navigating the UPM employer portal.
 - Employer visits (training sessions and support meetings) will continue to be delivered remotely.
3. Information on pension payment increases (from April 23), as well as pay dates, will be added to the LPPA website to inform retired members.
4. Website development will be completed to improve information (including both content and ease of access) for any new pension scheme joiners.
5. Employer Help Hub – following the launch of the new member help and support resource on the website, LPPA will be developing a corresponding function for employers, with a view to launching in Q4.

EMPLOYER ENGAGEMENT & COMMUNICATION ACTIVITY



ENGAGEMENT COMMUNICATIONS

CLIENT SPECIFIC

- UPM employer portal training was delivered and 12 Havering Pension Fund employers attended across 4 separate sessions
- Monthly return training was delivered and 5 employers attended across the 3 sessions
- Scheme Leavers training was delivered with 4 employers in attendance
- PensionPoint awareness training was delivered and 1 employers from Havering Pension Fund attended

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EMPLOYER ENGAGEMENT & COMMUNICATION ACTIVITY



EMPLOYERS

CLIENT SPECIFIC

Date	Employer	Activity	Number in attendance
05 Oct	Havering Pension Fund Employers	UPM Employer Portal Training	2
06 Oct	Havering Pension Fund Employers	Monthly Returns Training	2
12 Oct	Havering Pension Fund Employers	UPM Employer Portal Training	2
01 Nov	Havering Pension Fund Employers	Monthly Returns Training	2
22 Nov	One Source	Employer Visit	1
22 Nov	LB Havering	UPM Employer Portal Training	4
22 Nov	One Source	UPM Employer Portal Training	3
08 Dec	LB Havering	Monthly Returns Training	1
13 Dec	LB Havering	Scheme Leavers Training	4
14 Dec	LB Havering	PensionPoint Awareness Training	1
15 Dec	LB Havering	UPM Employer Portal Training	1

EMPLOYER ENGAGEMENT & COMMUNICATION ACTIVITY



EMAILS – EMPLOYERS

CLIENT SPECIFIC

October

- Blackout period

November

- Welcome to UPM / UPM now live
- Important reminder about your move to UPM
- Planned maintenance reminder
- November Pension Pulse
- Essential system maintenance reminder
- Monthly return (update)

December

- December opening hours
- Invite: book on monthly returns training

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EMAILS – MEMBERS

CLIENT SPECIFIC

October

- PensionPoint (coming soon)

December

- PensionPoint (go-live)

Data Quality

In this section...

- Common data
- Conditional data

DATA QUALITY (TPR SCORES)

COMMON DATA

CLIENT SPECIFIC

Data Item	Active	Deferred	Pensioner / Dependant
Invalid or Temporary NI Number	0	5	10
Duplicate effective date in status history	0	0	0
Gender is not Male or Female	0	0	0
Duplicate entries in status history	1	5	11
Missing (or known false) Date of Birth	0	0	0
Date Joined Scheme greater than first status entry	1	0	0
Missing Surname	0	0	0
Incorrect Gender for members title	0	0	0
Invalid Date of Birth	4	0	0
No entry in the status history	0	0	0
Last entry in status history does not match current status	2	1	0
Member has no address	1	147	22
Missing Forename(s)	0	0	0
Missing State Retirement Date	0	0	0
Missing postcode	4	168	55
Missing Date Joined Pensionable Service	0	0	0
Total Fails	13	326	98
Individual Fails	12	176	74
Total Members	6,748	6,727	6,723
Accuracy Rate	99.8%	97.4%	98.9%
Total accuracy rate	98.7%		

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CONDITIONAL DATA

CLIENT SPECIFIC

Data Item	Fails
Divorce Records	0
Transfer In	25
AVC's/Additional Contributions	12
Deferred Benefits	3
Tranches (DB)	0
Gross Pension (Pensioners)	2
Tranches (Pensioners)	0
Gross Pension (Dependants)	4
Tranches (Dependants)	8
Date of Leaving	41
Date Joined Scheme	42
Employer Details	1
Salary	266
Crystallisation	150
Annual Allowance	231
LTA Factors	133
Date Contracted Out	807*
Pre-88 GMP	86
Post-88 GMP	309
Total Fails	2,120
Individual Fails	1,894
Total Members	20,198
Accuracy Rate	90.6%

* Date Contracted Out will be migrated to UPM in February.

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Administration