Quarterly Administration Report

Havering Pension Fund

1st April - 30th June 2024

LPP
Local Pensions Partnership
Administration

CONTENTS

DEFINITIONS

Page 9
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 10 & 11
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.

Page 13
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 14
Casework Performance - Standard
'Deaths' are included as a specific process, but it is important to highlight that processing can take a significant amount of time to complete fully. Furthermore, there can be seasonal aspects which impact case volumes ie. higher mortality rates during winter.
The category of 'Other' on this page covers processes including, but not limited to:
- APC/AVC Queries
- Additional Conts Cessation
- Change of Hours
- Change of Personal Details
- Under Three Month Opt-Out
- Main to 50/50 Scheme Changes
- Ill Health Reviews
- Complaints

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 15
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).

From Q1 2024/25, "Deaths" include over / under payments, and updates to pension and payroll processes (multiple associated processes can be triggered within a case, including the setup of multiple beneficiaries, and making multiple payments to individuals).

Page 17 & 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 & 21
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 & 23
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 very satisfied (with the service) and satisfied.
Dissatisfied responses include dissatisfied and very dissatisfied.
Neutral responses are not included in the data tables.

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

Page 29
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 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 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.

OUR VALUES

WORKING TOGETHER

DOING THE RIGHT THING

FORWARD THINKING

COMMITTED TO EXCELLENCE

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 99.0 % 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 minute 28 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 48.3 %. 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 91.2 % and 68.4 % 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.

LPPA PROJECTS - UPDATE
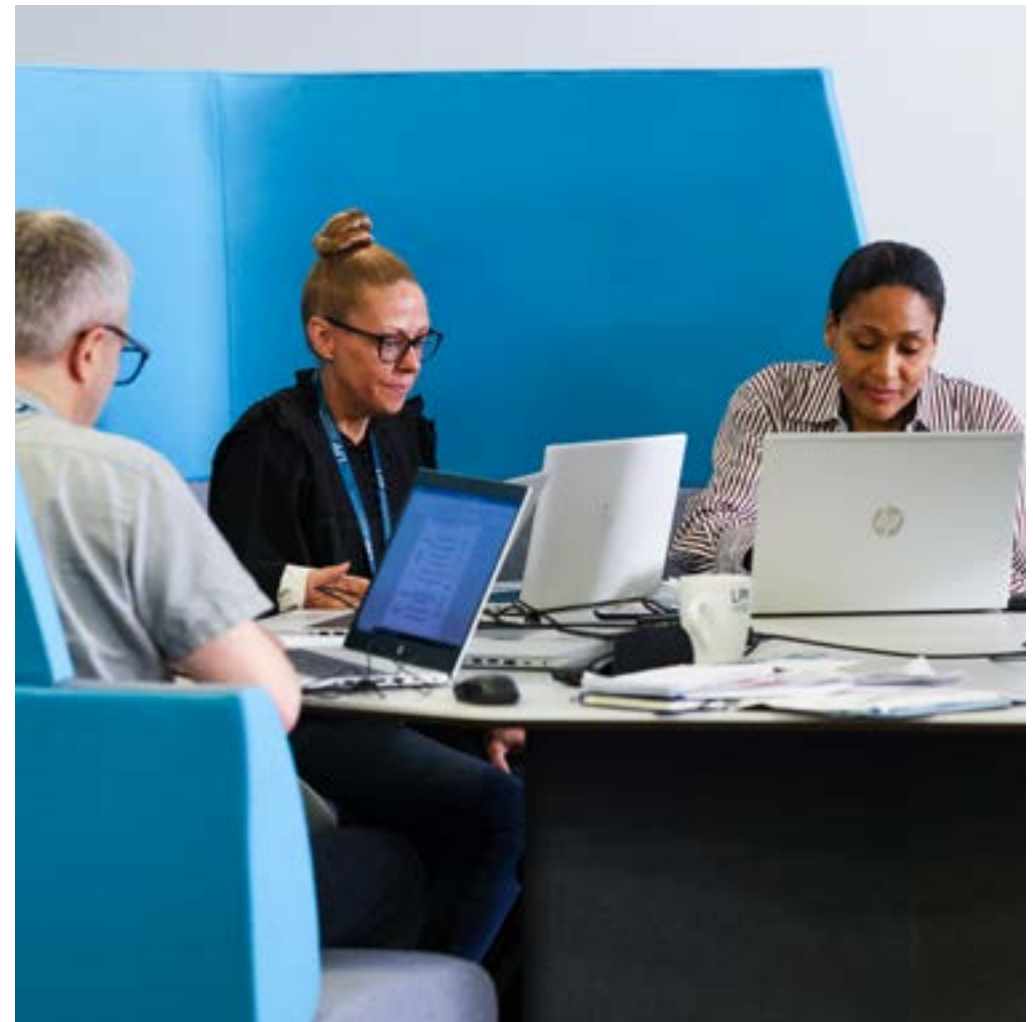
Forward thinking…
Working together…
Doing the right thing…
Committed to excellence…

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 1st 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. The national timeline for revisiting all member cases is Oct 23 – Aug 25.

A dedicated project manager and team remains in place overseeing and delivering all the key areas of the project including:

- Data capture and data cleanse from employers to ensure that hours changes and service breaks have all been recorded correctly.
- System design and development is thoroughly tested prior to release into the live environment.
- Appropriate communication plans are in place and delivered.
- Contact Centre and Operational colleague training & business readiness.

Current Position

- Employers were given to 31st March 2024 to confirm that all data held in respect of remedy (e.g. hours, service, etc,) is correct.
- Eligibility flags are in place to identify all members in scope for remedy.
- We are now calculating benefits and applying the underpin for active members retiring (for those members with a McCloud eligible flag, and whose data has been verified as being present and correct).
- Systems functionality to revisit eligible revision cases (e,g, those that have already retired) in line with nationally agreed cohorts and timescales is due in October 24.

Efficiency and Service Improvement Programme

LPPA mobilised an Efficiency and Service Improvement Programme (ESIP) shortly after the move to the new administration system (UPM). ESIP is designed to leverage the investment in UPM, delivering automation and improved self-service capability. ESIP currently has 10 projects in flight. ESIP's automation of Deferred (CARE only) Retirement Quote is on track to go live in July (this is the third process automation following the automation of refund quotes and deferred statements). Other activity in flight includes work to improve the monthly returns process and the member and employer online portals.

Data Project

LPPA is partnering with Civica and Intellica on a data project to improve data quality ahead of valuation and the introduction of the Pensions Dashboard. Work is well underway on the creation of the systems test environments. As part of the initiation phase, we have been working closely with our supplier to work through a series of detailed workshops and agree the scope of the Data Validation Checks (DVCs) that we will check the integrity of member data against.

The project is working towards producing a series of dashboards to give us clear visibility of the integrity and accuracy of the data that we hold to comply with regulatory change and to enable us to launch more self-service and automation for members and employers.

While we are working through the early phases of the project, delivery dates are yet to be finalised, but we expect to be able to share the initial dashboard results with the Fund during Q2 i.e. between July – September 2024.

Pensions Dashboard

The Pensions Dashboard will enable individuals to access their pensions information online, securely and all in one place. The connection date for public sector schemes to connect to the Pensions Dashboard is 31st October 2025. The dashboard project has been mobilised with a full-time project manager. Work is well underway on documenting full business requirements, including:

- Systems requirements (including the rules for partial matching of records and the treatment of AVCs); and
- the business readiness aspects of the project (e.g. readiness to deal with new inbound enquiries relating to dashboard).

Civica are LPPA's Integrated Service Provider (ISP) for dashboard connection.

Fund Membership

In this section…

- Total fund membership
- Current age demographic

TOTAL FUND MEMBERSHIP

TOTAL FUND MEMBERSHIP CLIENT SPECIFIC

Legend: Active Contributors | Deferred Beneficiaries | Pensioners & Dependants

	Q2 23/24	Q3 23/24	Q4 23/24	Q1 24/25
Total	21,150	21,280	21,652	22,121
Pensioners & Dependants	6,912	6,956	7,009	7,073
Deferred Beneficiaries	6,720	6,790	6,802	6,936
Active Contributors	7,518	7,534	7,841	8,112
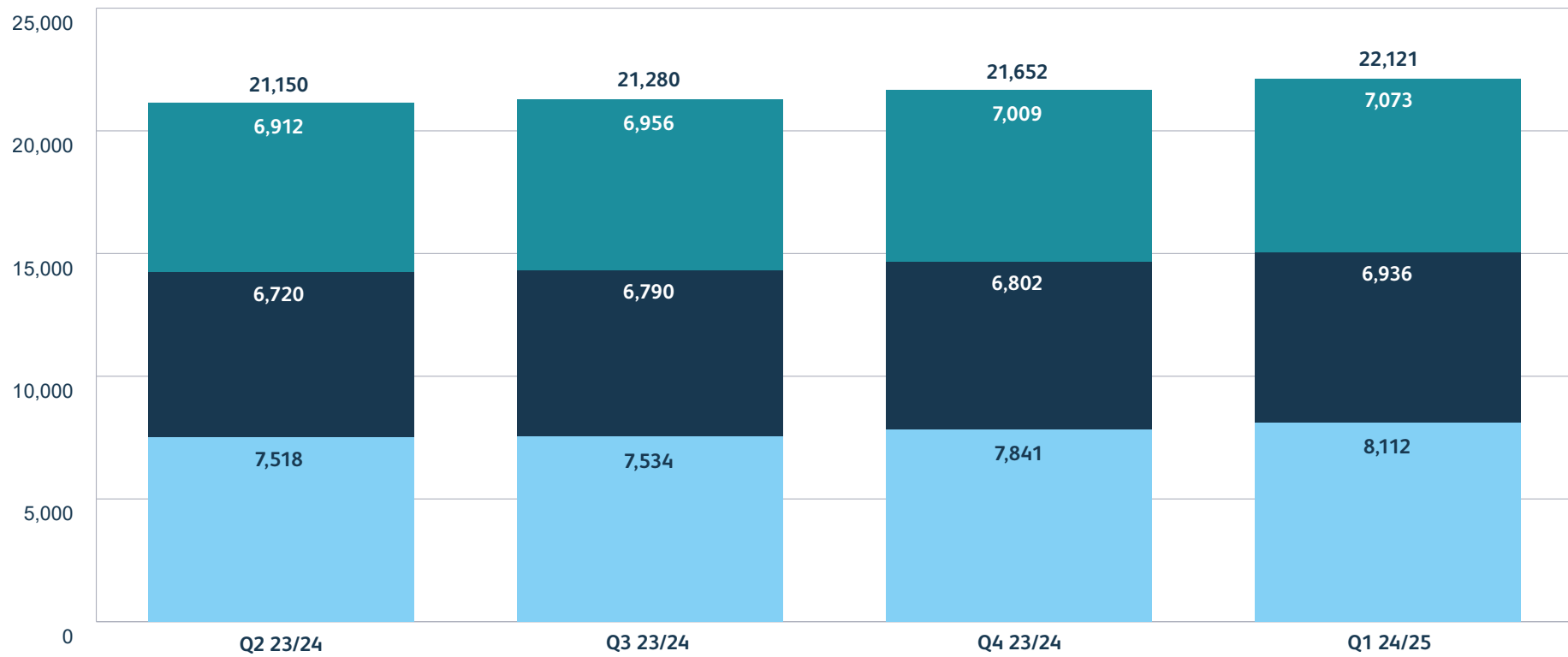
TOTAL FUND MEMBERSHIP

CURRENT AGE DEMOGRAPHIC   CLIENT SPECIFIC

Active

Age Band	Count
Under 21	82
21 to 25	339
26 to 30	444
31 to 35	641
35 to 40	872
41 to 45	1,206
46 to 50	1,131
51 to 55	1,283
56 to 60	1,152
61 to 65	750
66 to 70	175
71 to 75	34
Over 75	3

Deferred

Age Band	Count
Under 21	10
21 to 25	106
26 to 30	271
31 to 35	514
35 to 40	687
41 to 45	822
46 to 50	961
51 to 55	1,349
56 to 60	1,317
61 to 65	690
66 to 70	160
71 to 75	45
Over 75	4

TOTAL FUND MEMBERSHIP

↘ CURRENT AGE DEMOGRAPHIC   CLIENT SPECIFIC

Retired

Age Group	Members
Under 55	74
55 to 59	295
60 to 64	861
65 to 69	1,455
70 to 74	1,432
75 to 79	1,243
80 to 84	806
85 to 89	532
90 to 94	274
95 to 99	87
Over 100	14

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

- - - - - Target   **The quarterly SLA performance was 99.0%**   Total completed cases included for each month.

Month	Total cases	Performance
Jul 23	415	97.3%
Aug 23	403	96.3%
Sep 23	334	97.9%
Oct 23	505	97.4%
Nov 23	546	98.2%
Dec 23	352	97.7%
Jan 24	492	97.2%
Feb 24	506	98.8%
Mar 24	576	99.0%
Apr 24	515	99.2%
May 24	835	99.3%
Jun 24	527	98.5%
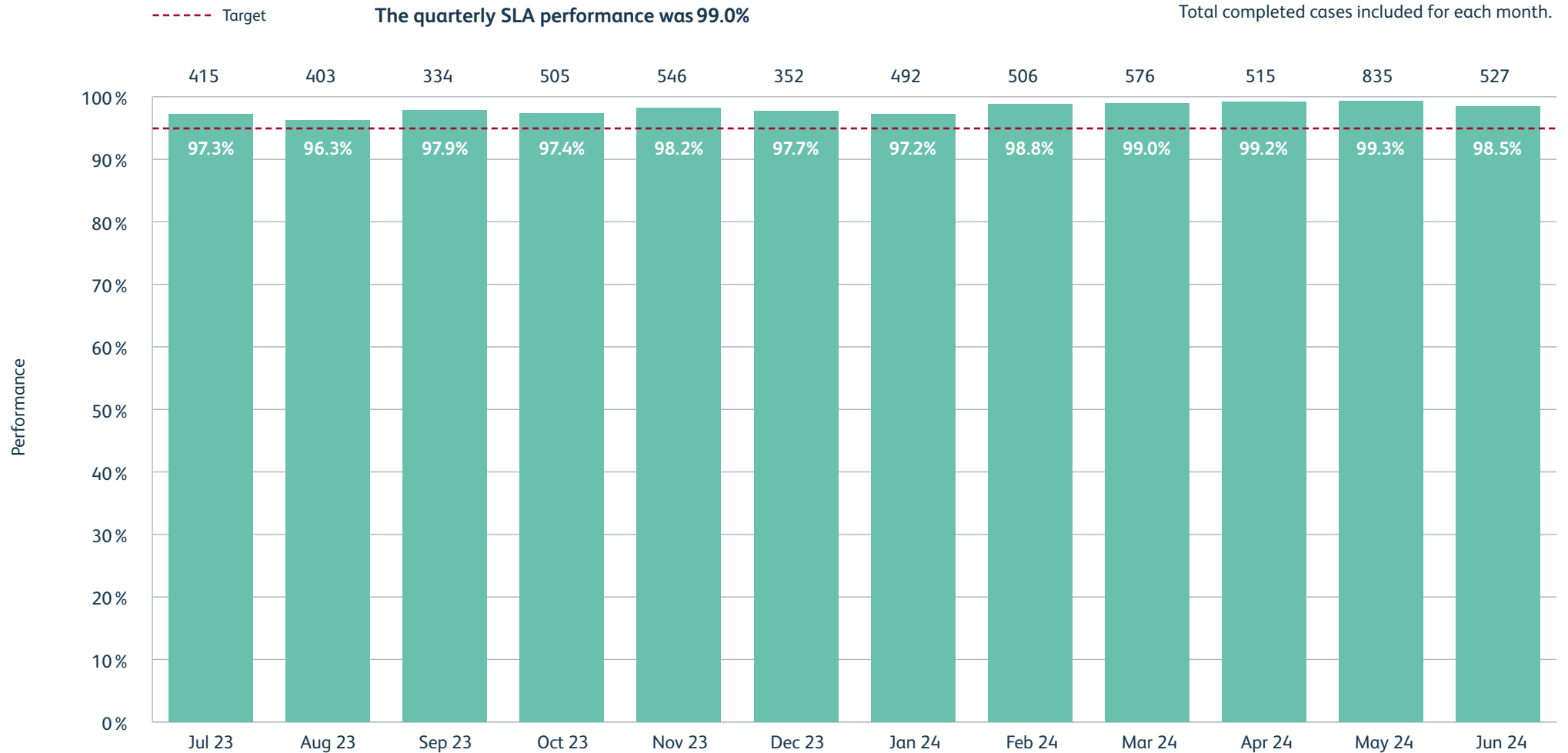
Performance

CASEWORK PERFORMANCE

PERFORMANCE STANDARD

CLIENT SPECIFIC

- - - - - Target (95%)
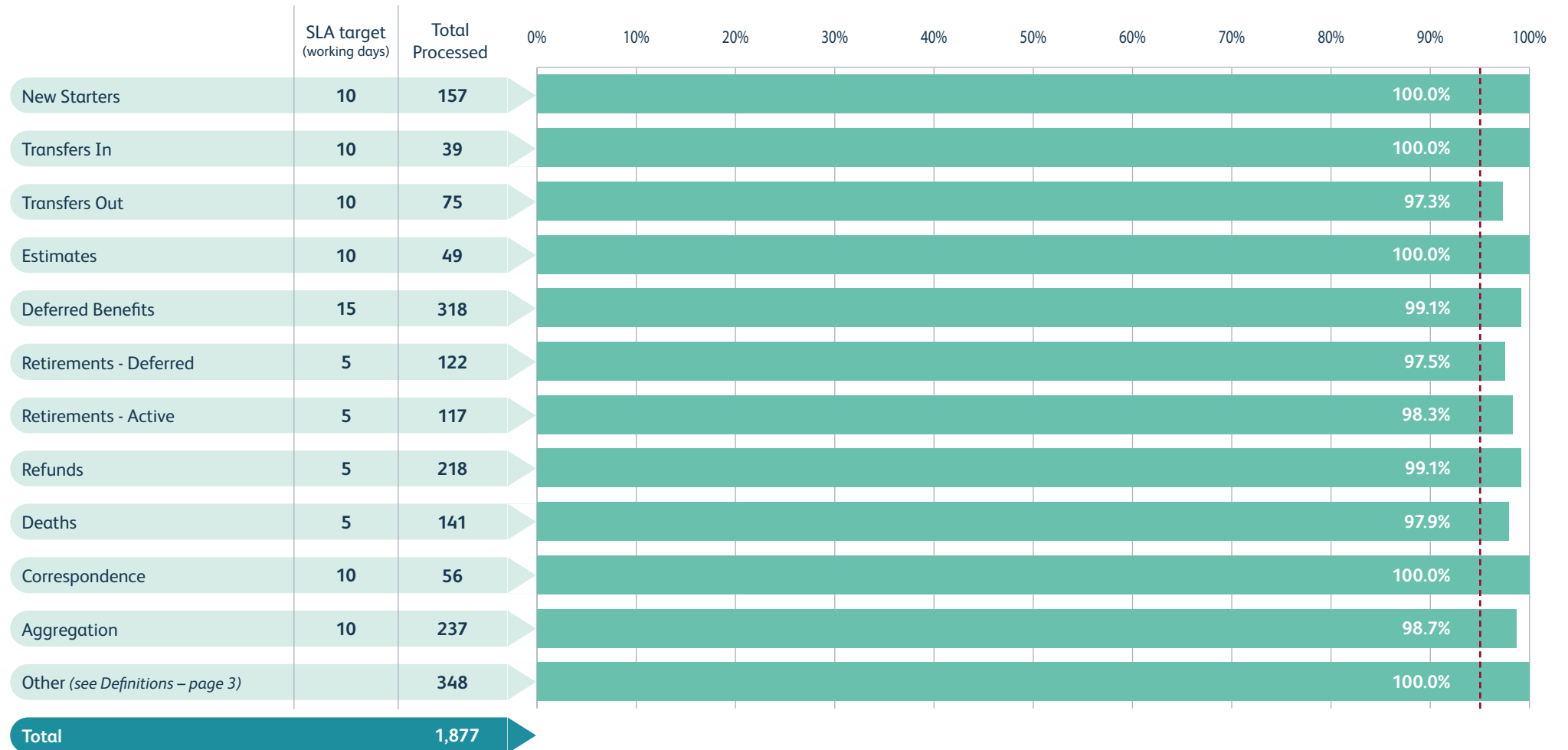
	SLA target (working days)	Total Processed	Performance
New Starters	10	157	100.0%
Transfers In	10	39	100.0%
Transfers Out	10	75	97.3%
Estimates	10	49	100.0%
Deferred Benefits	15	318	99.1%
Retirements - Deferred	5	122	97.5%
Retirements - Active	5	117	98.3%
Refunds	5	218	99.1%
Deaths	5	141	97.9%
Correspondence	10	56	100.0%
Aggregation	10	237	98.7%
Other *(see Definitions – page 3)*		348	100.0%
Total		**1,877**	

CASEWORK PERFORMANCE

ONGOING CASEWORK AT THE END OF THE REPORTING QUARTER   CLIENT SPECIFIC

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 01/04/24	Received (Inbound)	Completed (Outbound)	Outstanding as of 30/06/24
New Starters	20	403	397	26
Transfers In	142	84	74	152
Transfers Out	164	96	94	166
Estimates	22	55	57	20
Deferred Benefits	298	1,043	934	407
Retirements - Deferred	81	135	130	86
Retirements - Active	88	317	283	122
Refunds	66	481	386	161
Deaths*	253	181	208	226
Correspondence	40	131	126	45
Aggregation	318	374	323	369
Other	66	364	370	60
Total	1,558	3,664	3,382	1,840

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

WAIT TIME RANGE

CLIENT SPECIFIC

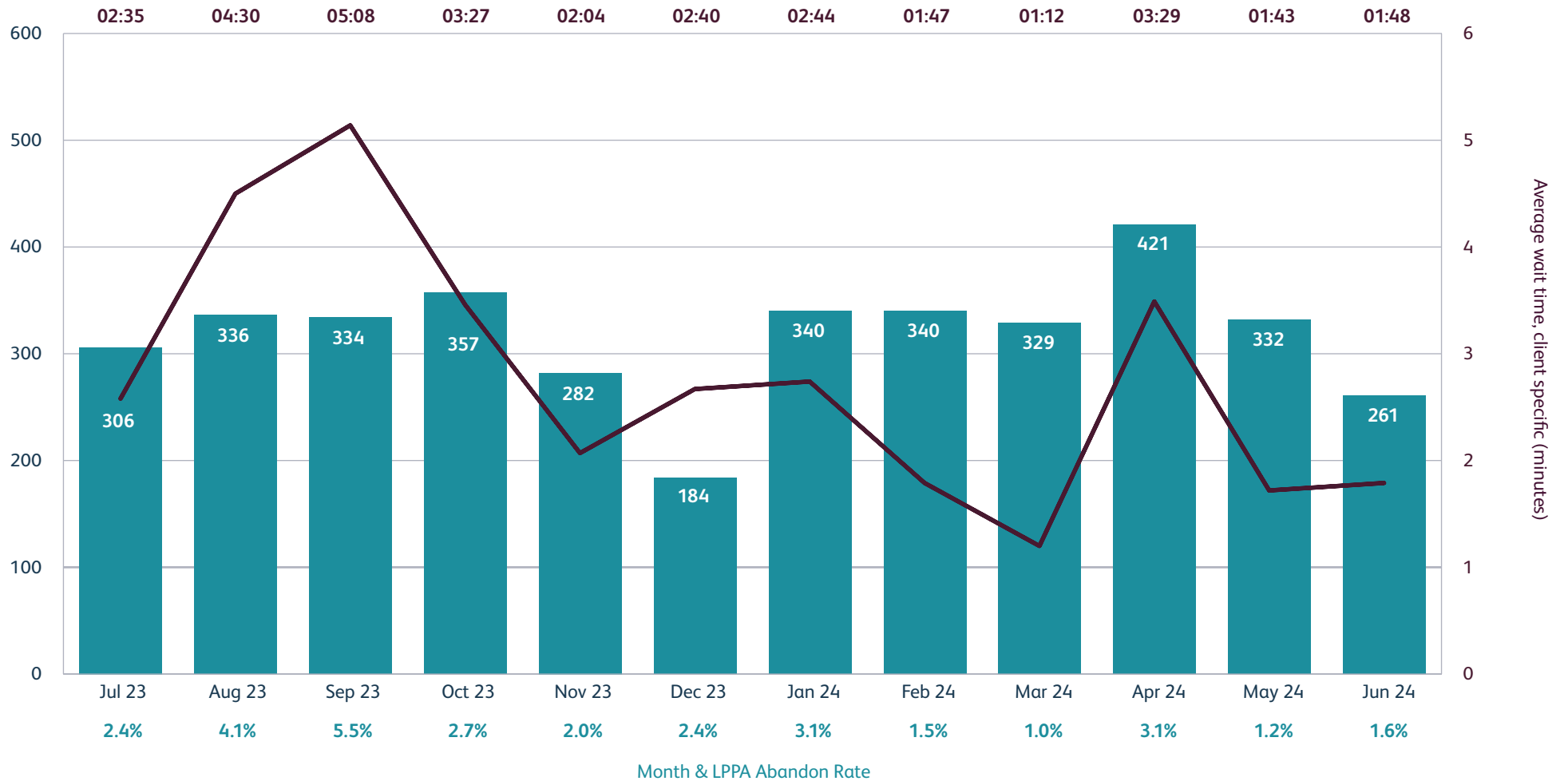|	Under 4 mins	4 to 6 mins	6 to 8 mins	8 to 10 mins	10 to 15 mins	Over 15 mins
Jul 23	76.1 %	8.5 %	4.9 %	4.6 %	3.9 %	2.0 %
Aug 23	63.4 %	6.0 %	6.3 %	6.8 %	10.4 %	7.1 %
Sep 23	56.9 %	10.8 %	7.2 %	6.6 %	10.5 %	8.1 %
Oct 23	72.0 %	10.9 %	5.0 %	3.4 %	4.5 %	4.2 %
Nov 23	79.4 %	8.5 %	7.1 %	3.5 %	1.4 %	0.0 %
Dec 23	76.6 %	7.6 %	4.3 %	6.0 %	4.9 %	0.5 %
Jan 24	77.9 %	6.8 %	5.3 %	2.9 %	4.7 %	2.4 %
Feb 24	83.5 %	7.4 %	5.0 %	2.6 %	1.5 %	0.0 %
Mar 24	91.5 %	4.3 %	3.6 %	0.6 %	0.0 %	0.0 %
Apr 24	65.6 %	13.3 %	7.8 %	5.0 %	4.8 %	3.6 %
May 24	83.4 %	7.2 %	4.8 %	3.6 %	0.9 %	0.0 %
Jun 24	85.4 %	6.1 %	3.8 %	2.7 %	1.5 %	0.4 %
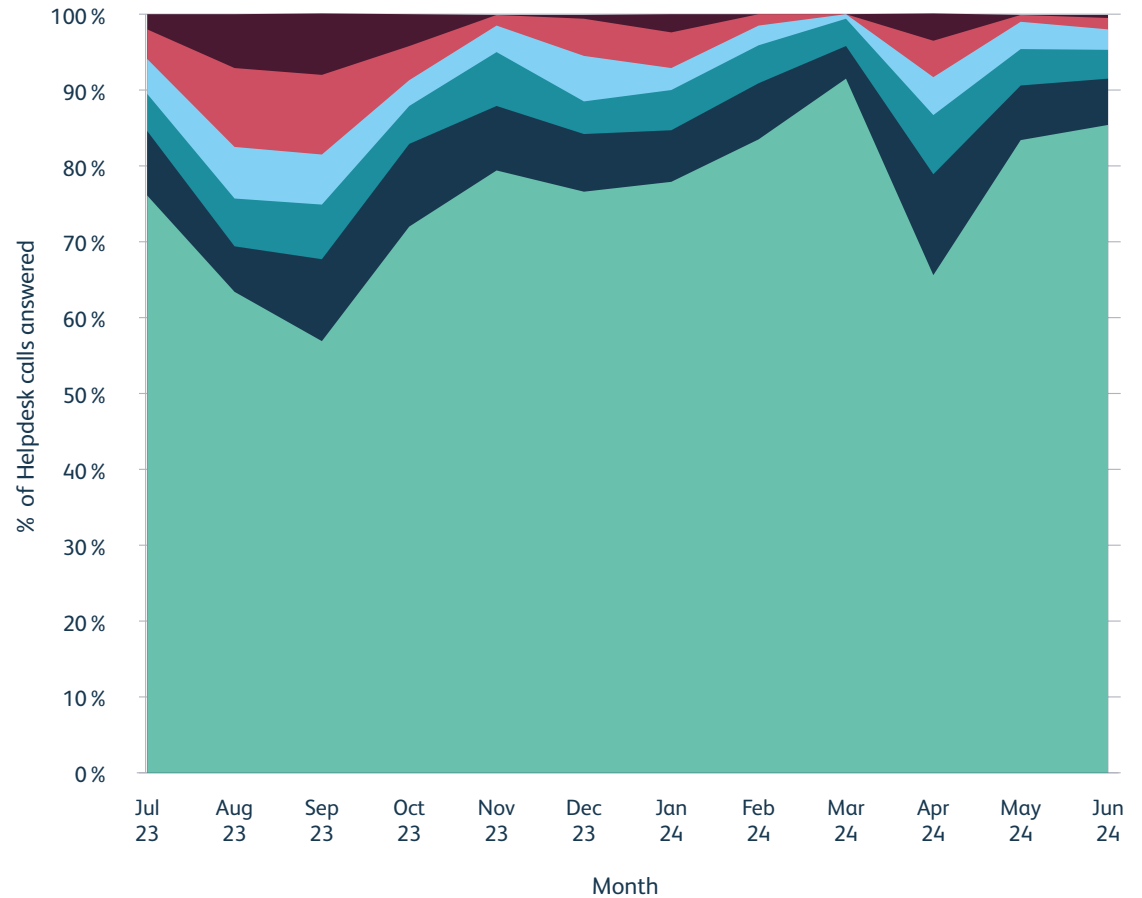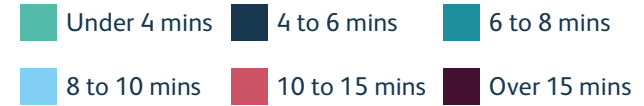
CONTACT CENTRE CALLS PERFORMANCE

CALLS ANSWERED

CLIENT SPECIFIC

Average wait time (mm:ss)

Quarterly average wait time was 2 minutes 28 seconds

	Jul 23	Aug 23	Sep 23	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24	Apr 24	May 24	Jun 24
Avg wait time	02:35	04:30	05:08	03:27	02:04	02:40	02:44	01:47	01:12	03:29	01:43	01:48
Calls answered	306	336	334	357	282	184	340	340	329	421	332	261
LPPA Abandon Rate	2.4%	4.1%	5.5%	2.7%	2.0%	2.4%	3.1%	1.5%	1.0%	3.1%	1.2%	1.6%

Month & LPPA Abandon Rate

Average wait time, client specific (minutes)

Customer Satisfaction Scores

In this section…

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

CUSTOMER SATISFACTION SCORES

Please note:
The graph measures monthly member satisfaction with LPPA ("How satisfied are you with the overall service you have received from LPPA?").
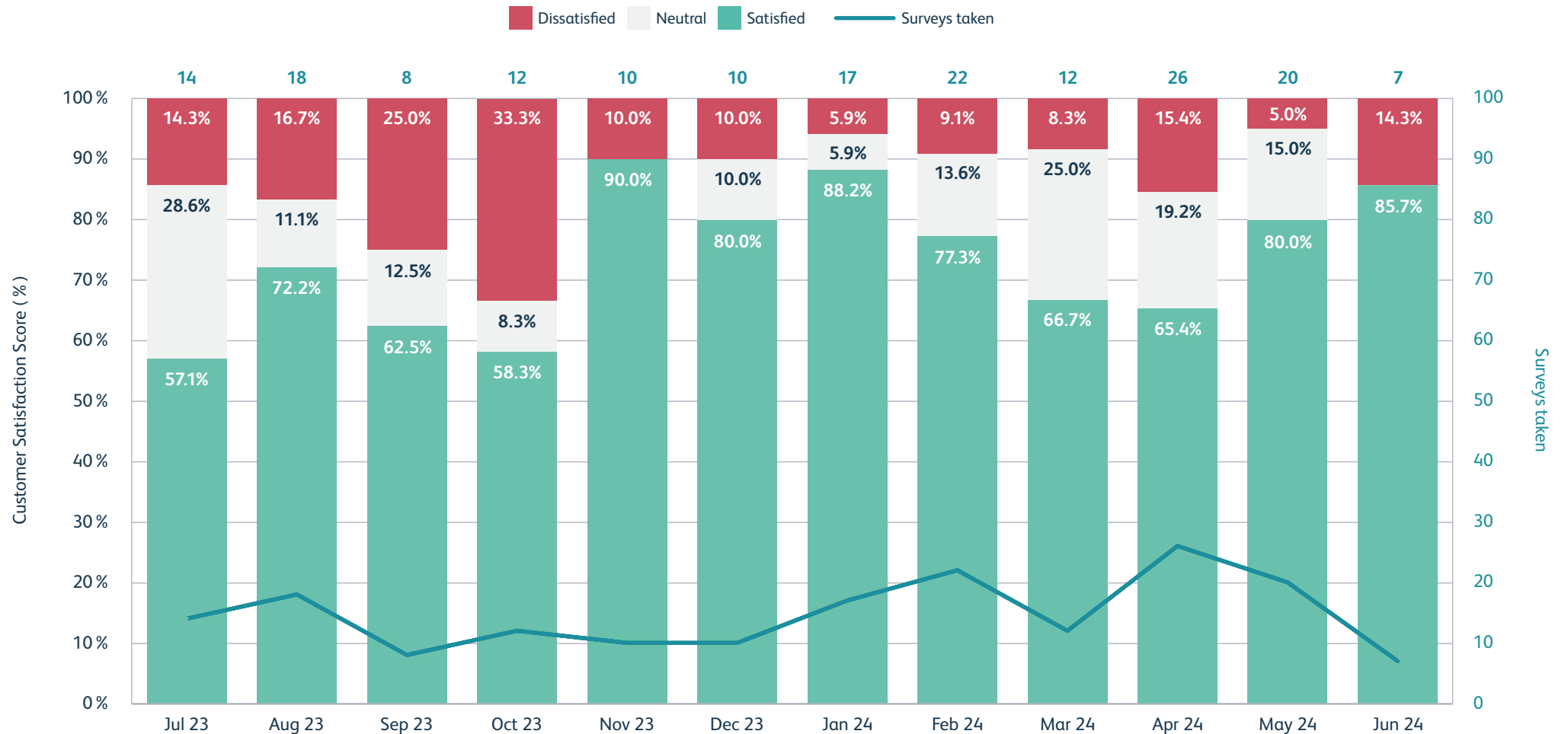Survey responses as a % of Q1 calls answered - 5.2%

CONTACT CENTRE CALLS SATISFACTION - OVERALL   CLIENT SPECIFIC

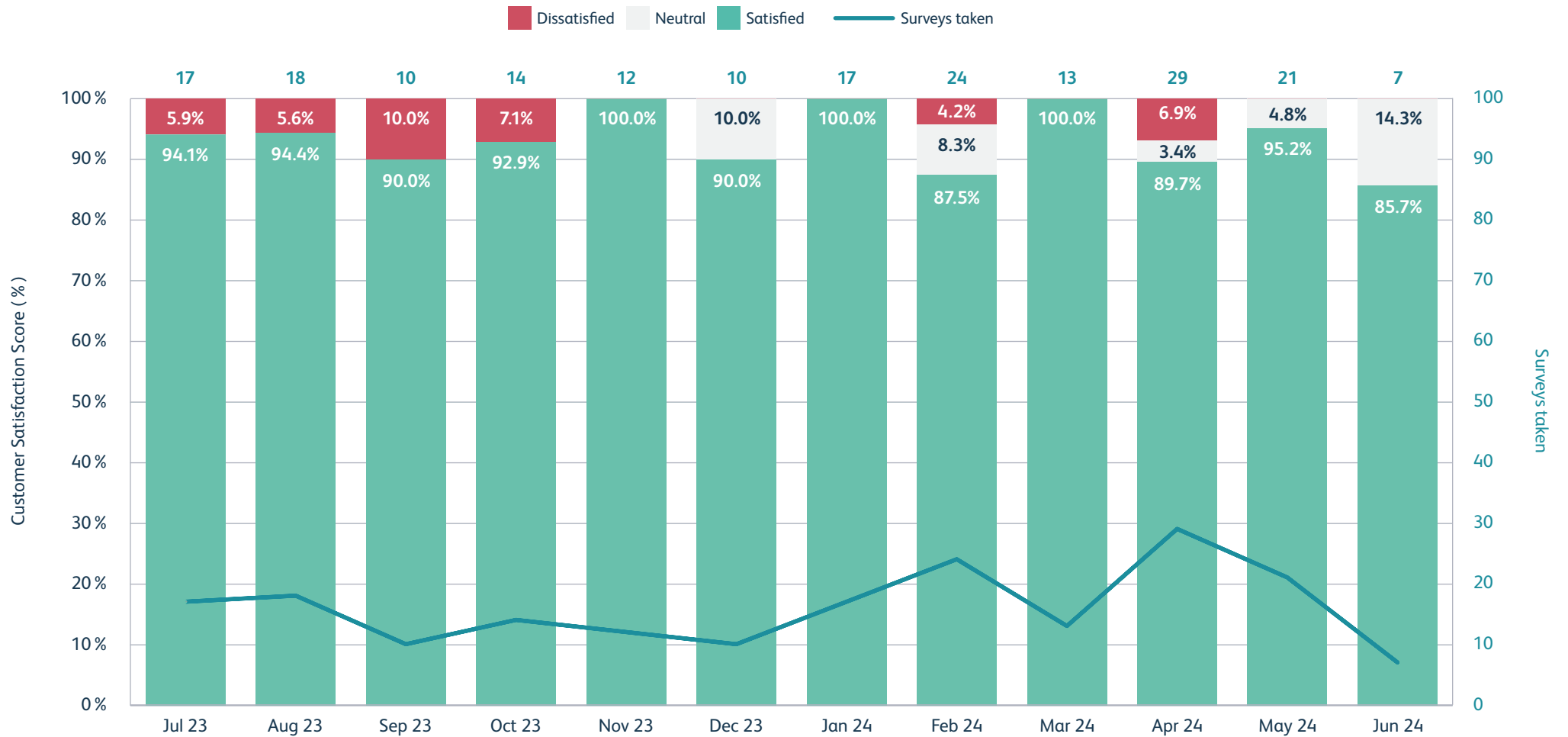Overall member satisfaction for the quarter was 68.4%

Legend: Dissatisfied | Neutral | Satisfied | Surveys taken

Month	Surveys taken	Dissatisfied	Neutral	Satisfied
Jul 23	14	14.3%	28.6%	57.1%
Aug 23	18	16.7%	11.1%	72.2%
Sep 23	8	25.0%	12.5%	62.5%
Oct 23	12	33.3%	8.3%	58.3%
Nov 23	10	10.0%		90.0%
Dec 23	10	10.0%	10.0%	80.0%
Jan 24	17	5.9%	5.9%	88.2%
Feb 24	22	9.1%	13.6%	77.3%
Mar 24	12	8.3%	25.0%	66.7%
Apr 24	26	15.4%	19.2%	65.4%
May 24	20	5.0%	15.0%	80.0%
Jun 24	7	14.3%		85.7%

Customer Satisfaction Score (%) — left axis; Surveys taken — right axis

CUSTOMER SATISFACTION SCORES

CONTACT CENTRE CALLS SATISFACTION - AGENT CLIENT SPECIFIC

Agent specific member satisfaction for the quarter was 91.2 %

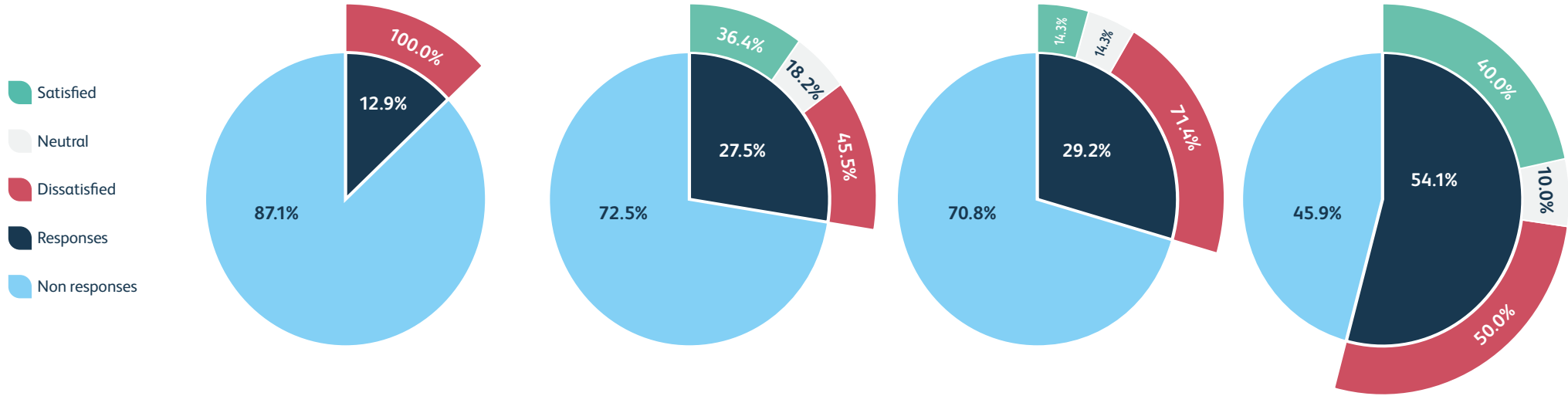Legend: Dissatisfied | Neutral | Satisfied | Surveys taken

Month	Surveys taken	Dissatisfied	Neutral	Satisfied
Jul 23	17	5.9%		94.1%
Aug 23	18	5.6%		94.4%
Sep 23	10	10.0%		90.0%
Oct 23	14	7.1%		92.9%
Nov 23	12			100.0%
Dec 23	10		10.0%	90.0%
Jan 24	17			100.0%
Feb 24	24	4.2%	8.3%	87.5%
Mar 24	13			100.0%
Apr 24	29	6.9%	3.4%	89.7%
May 24	21		4.8%	95.2%
Jun 24	7		14.3%	85.7%

CUSTOMER SATISFACTION SCORES

RETIREMENTS - ACTIVE   CLIENT SPECIFIC

Legend:
- Satisfied
- Neutral
- Dissatisfied
- Responses
- Non responses

	Q2 23/24		Q3 23/24		Q4 23/24		Q1 24/25	
Retirements processed, completed	51		65		49		50	
Surveys issued and as a % of retirements	31	60.8%	40	61.5%	24	49.0%	37	74.0%
Satisfied Responses (as a % of surveys issued)	0	0.0%	4	10.0%	1	4.2%	8	21.6%
Dissatisfied Response (as a % of surveys issued)	4	12.9%	5	12.5%	5	20.8%	10	27.0%
Non Responses and as a % of surveys issued	27	87.1%	29	72.5%	17	70.8%	17	45.9%
Responses and as a % of surveys issued	4	12.9%	11	27.5%	7	29.2%	20	54.1%
Satisfied Responses as a % of responses	0	0.0%	4	36.4%	1	14.3%	8	40.0%
Dissatisfied Responses as a % of responses	4	100.0%	5	45.5%	5	71.4%	10	50.0%

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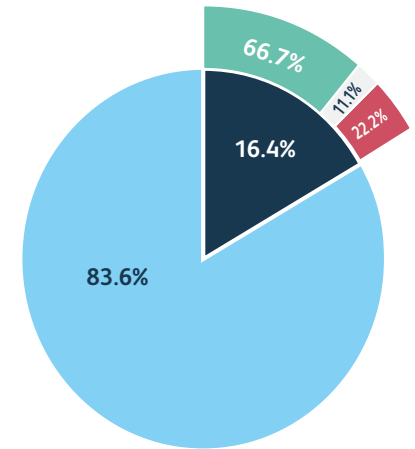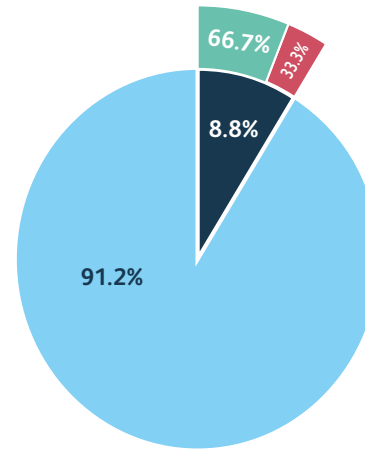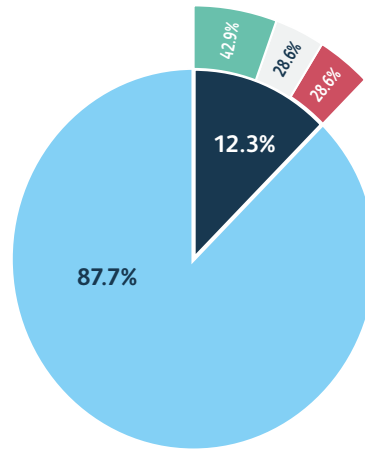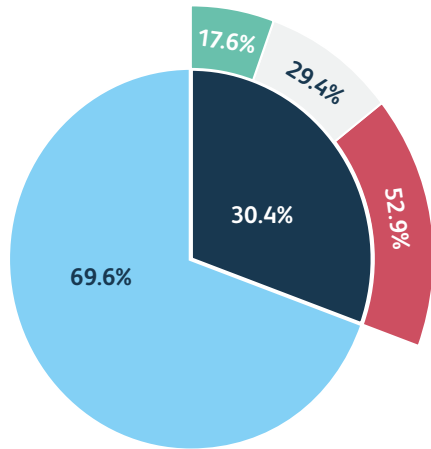
CUSTOMER SATISFACTION SCORES

RETIREMENTS - DEFERRED   CLIENT SPECIFIC

Legend:
- Satisfied
- Neutral
- Dissatisfied
- Responses
- Non responses

Pie charts:
- Q2 23/24: 69.6% Non responses, 30.4% Responses, 17.6% Satisfied, 29.4% Neutral, 52.9% Dissatisfied
- Q3 23/24: 87.7% Non responses, 12.3% Responses, 42.9% Satisfied, 28.6% Neutral, 28.6% Dissatisfied
- Q4 23/24: 91.2% Non responses, 8.8% Responses, 66.7% Satisfied, 33.3% Dissatisfied
- Q1 24/25: 83.6% Non responses, 16.4% Responses, 66.7% Satisfied, 11.1% Neutral, 22.2% Dissatisfied

	Q2 23/24		Q3 23/24		Q4 23/24		Q1 24/25	
Retirements processed, completed	79		82		82		85	
Surveys issued and as a % of retirements	56	70.9%	57	69.5%	34	41.5%	55	64.7%
Satisfied Responses (as a % of surveys issued)	3	5.4%	3	5.3%	2	5.9%	6	10.9%
Dissatisfied Response (as a % of surveys issued)	9	16.1%	2	3.5%	1	2.9%	2	3.6%
Non Responses and as a % of surveys issued	39	69.6%	50	87.7%	31	91.2%	46	83.6%
Responses and as a % of surveys issued	17	30.4%	7	12.3%	3	8.8%	9	16.4%
Satisfied Responses and as a % of responses	3	17.6%	3	42.9%	2	66.7%	6	66.7%
Dissatisfied Responses and as a % of responses	9	52.9%	2	28.6%	1	33.3%	2	22.2%

Member Online Portal

In this section…

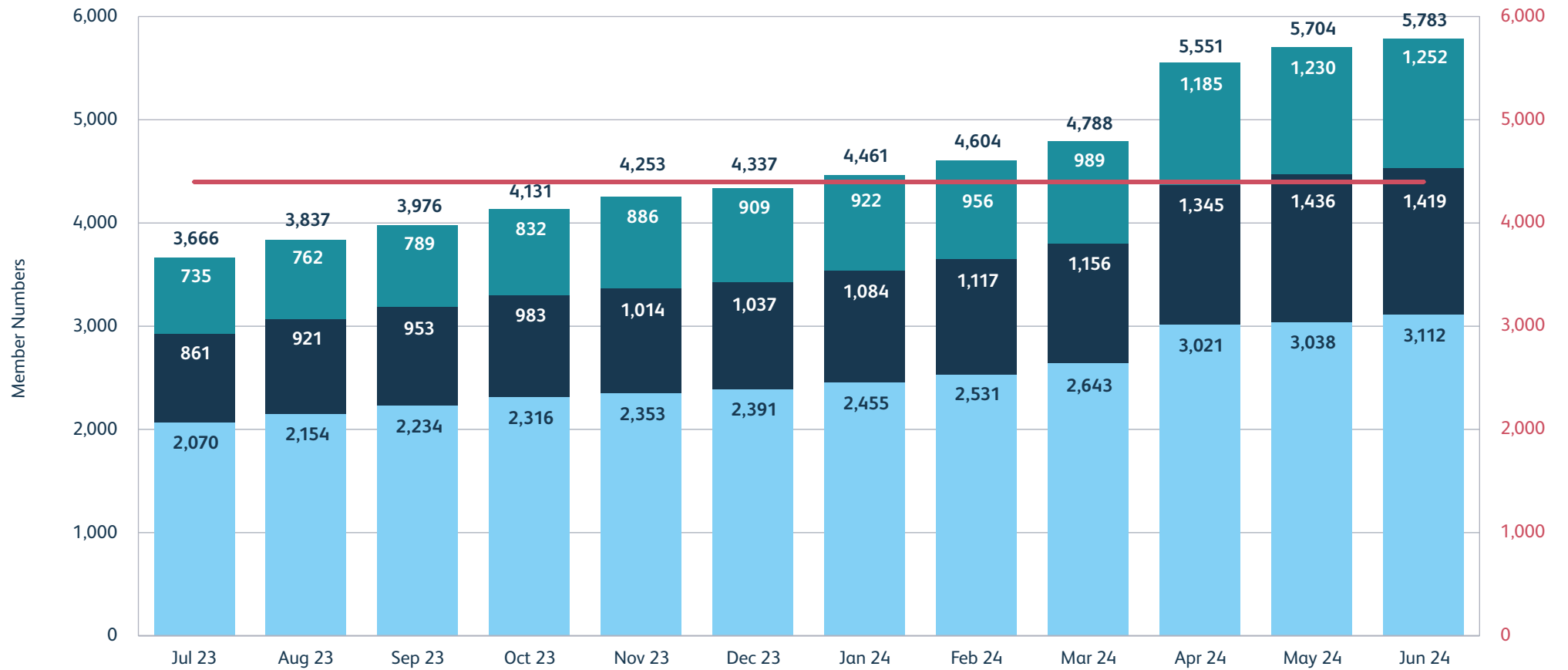- Total members registered

PensionPoint MEMBER ONLINE PORTAL

TOTAL MEMBERS REGISTERED   CLIENT SPECIFIC

Legend: Active | Deferred | Pensioner | — 4,395 (previous My Pension Online registrations as of October 2022)

Month	Active	Deferred	Pensioner	Total
Jul 23	2,070	861	735	3,666
Aug 23	2,154	921	762	3,837
Sep 23	2,234	953	789	3,976
Oct 23	2,316	983	832	4,131
Nov 23	2,353	1,014	886	4,253
Dec 23	2,391	1,037	909	4,337
Jan 24	2,455	1,084	922	4,461
Feb 24	2,531	1,117	956	4,604
Mar 24	2,643	1,156	989	4,788
Apr 24	3,021	1,345	1,185	5,551
May 24	3,038	1,436	1,230	5,704
Jun 24	3,112	1,419	1,252	5,783

Member Numbers

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.

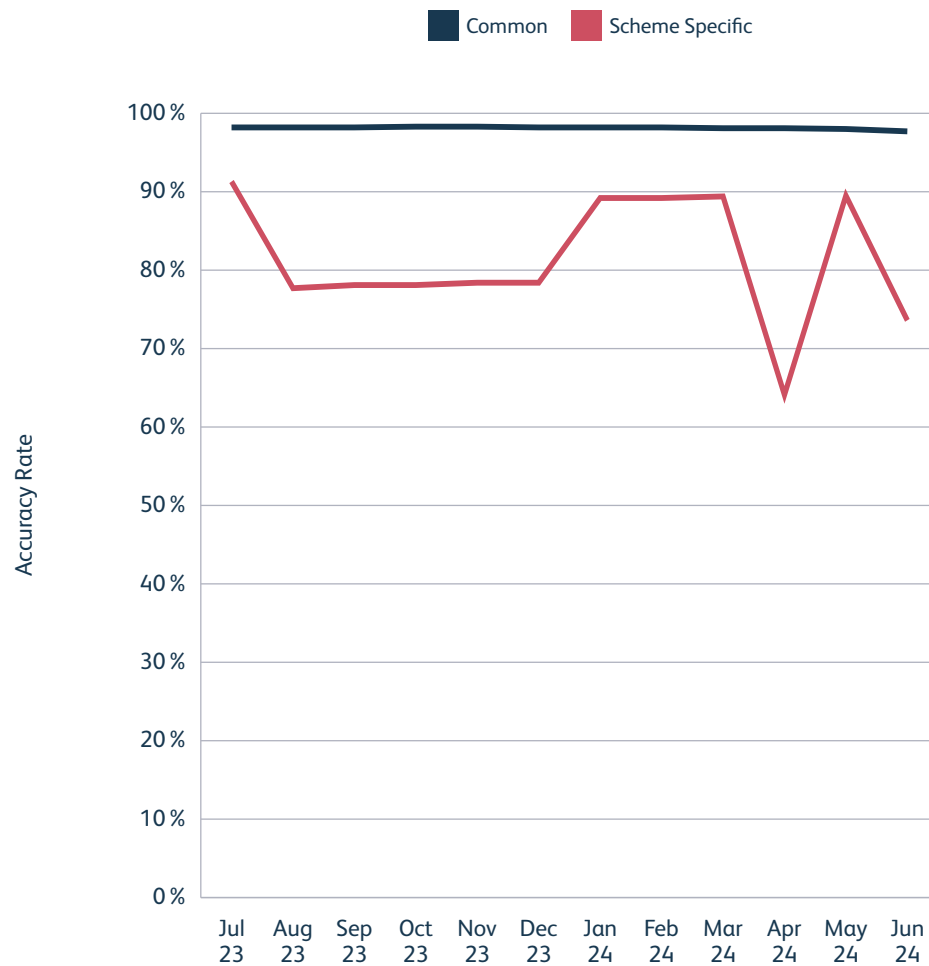- Further improvements will be made to the LPPA pensions website.

Data Quality

In this section…

- TPR data scores
- Common data
- Scheme specific data

DATA QUALITY

TPR DATA SCORES

CLIENT SPECIFIC

■ Common ■ Scheme Specific

	Common (Target 95%)	Scheme Specific (Target 90%)
Jul 23	98.2%	91.3%
Aug 23	98.2%	77.7%
Sep 23	98.2%	78.1%
Oct 23	98.3%	78.1%
Nov 23	98.3%	78.4%
Dec 23	98.2%	78.4%
Jan 24	98.2%	89.2%
Feb 24	98.2%	89.2%
Mar 24	98.1%	89.4%
Apr 24	98.1%	64.1%
May 24	98.0%	89.5%
Jun 24	97.7%	73.6%

END OF QUARTER DATA QUALITY
(TPR SCORES)

COMMON DATA

CLIENT SPECIFIC

Data Item	Active	Deferred	Pensioner / Dependant
Invalid or Temporary NI Number	2	6	17
Duplicate effective date in status history	2	21	6
Gender is not Male or Female	16	0	0
Duplicate entries in status history	9	26	14
Missing (or known false) Date of Birth	0	0	0
Date Joined Scheme greater than first status entry	3	2	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	3	0	0
Last entry in status history does not match current status	132	10	5
Member has no address	52	148	23
Missing Forename(s)	0	0	0
Missing State Retirement Date	16	0	0
Missing postcode	52	168	51
Missing Date Joined Pensionable Service	1	0	0
Total Fails	292	381	116
Individual Fails	214	210	84
Total Members	8,112	6,936	7,073
Accuracy Rate	97.4%	97.0%	98.8%
Total accuracy rate			97.7%

SCHEME SPECIFIC DATA

CLIENT SPECIFIC

Data Item	Fails
Divorce Records	0
Transfer In	25
AVCs/Additional Contributions	13
Deferred Benefits	4
Tranches (DB)	35
Gross Pension (Pensioners)	2
Tranches (Pensioners)	134
Gross Pension (Dependants)	7
Tranches (Dependants)	17
Date of Leaving	304
Date Joined Scheme	314
Employer Details	3
Salary	266
Crystallisation	81
CARE Data	699
CARE Revaluation	3
Annual Allowance	4,370
LTA Factors	192
Date Contracted Out	5
Pre-88 GMP	162
Post-88 GMP	331
Total Fails	6,967
Individual Fails	5,831
Total Members	22,121
Accuracy Rate	73.6%

LPP

Local Pensions Partnership
Administration