




LPP

Local Pensions Partnership
Administration

Efficiency & Service Improvement Programme (ESIP) - update



ESIP: Executive Summary

ESIP is focussing on 3 clearly defined areas this year including **Monthly Returns, Automation and Portal enhancements.**

Process automation has been successfully delivered into 3 processes across 2 teams, **Early Leavers and Retirements**. This includes extra pre and post validations which reduce checking and improve quality. Automation is improving the member experience - As an example, since July, where we hold a valid e-mail address, can instantly access their deferred retirement quote once they have contacted LPPA compared with a manual SLA of 5 working days.

Portal focus is useability for members and employers which ultimately will improve data quality, reduce queries and increase satisfaction scores for both parties. **Documents are now uploaded to pension point rather than posted hard copy where it is possible.** Contact form functionality is being overhauled including online retirement forms.

Monthly Returns identified 54 key items to improve the world for employers submitting their monthly returns and query resolution from within the business. Working closely with the employers to ensure we drive significant change within this area through a phased approach. **Employers being up to date with their monthly return submissions will enable more processes to go through the automated route.**

Leaver Form Project. New project mobilised Aug 24 for all items relating to our Leaver Process. This will support data quality being captured from all employers and increases the volume of cases running through automation. It will simplify the leaver form and make them easier to complete.

Automated Chasing- We are looking at using automation to improve the chasing process and increase query resolution. This will have a direct impact on improving the member journey.



Retirement Journey Improvements

As part of LPPA's Efficiency and Service Improvement Programme (ESIP), the business has focussed on improvements to the retirement journey for our members.

All stages of the retirement process have been improved:

**Leaver
Notifications**

**Quotation
Stage**

**Member
Forms**

**Payment
Stage**

This document outlines the changes made, and impact this will have on the overall journey.

Some changes are already in place, others are in progress, with the remainder scheduled for next year.

LPPA have focussed on three main areas to improve:

Date of Notification

Members who retire, where their employer submits the leaver notification at least 30 days before retirement, were on average 4 times more likely to be paid with 30 days of their retirement date. LPPA have been engaging with employers to drive notification at the earliest possible point in time.

Leaver Form

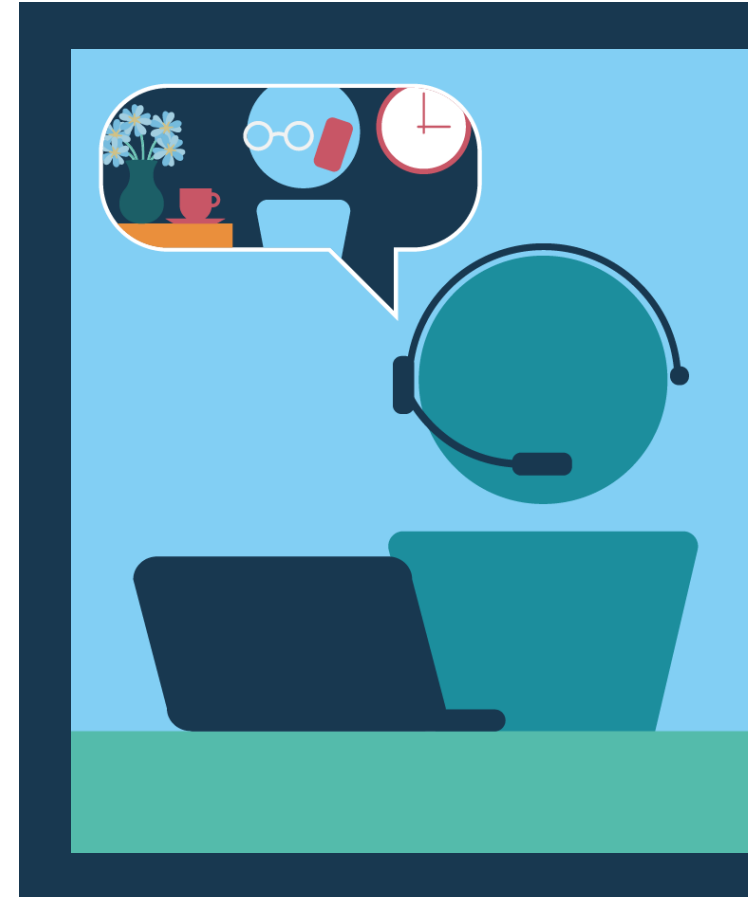
LPPA understand that the more straightforward the leaver form, the higher the likelihood of employers getting it right first time. LPPA have undertaken a proof of concept with our software provider Civica, to introduce intelligent leaver forms. Instead of a standard form template asking for all data, the form will first review what data it has on the members record and present that data to the user, to avoid unnecessary duplication. The full solution is scheduled to be delivered in Q4 2024.

Real Time Validations

One of main causes of delays to member retirements is where inaccurate information is provided on the leaver notification, and LPPA must go back to the employer to query the information. LPPA have undertaken a proof of concept with our software provider Civica, to validate the data on the form against both expected ranges, and the previous data from the member's record. Any irregularities will be notified to the employer in real time, with the opportunity provided for them to correct any errors or explain the reason for any discrepancies. The full solution is scheduled to be delivered in Q4 2024

Quotation Stage

- LPPA have undertaken substantial work on automating the quotation stage for both deferred members, and active members with only post-2014 service.
- Previously, a manual retirement quote had a 5 working day SLA.
- Now, where a deferred member calls the helpdesk for a quote, or where a quote is triggered by the member approaching their Normal Retirement Age, the system validates the record, undertakes the calculation, and provides the options to the member immediately. This change was delivered in July 2024.
- For active CARE only members, as soon as their employer submits the leaver notification, the system validates the record, undertakes the calculation, and provides the options to the member immediately. This change will be delivered in Q3 2024.



- LPPA has previously provided retirement quotations to members via letter, with these letters either posted to the members, or uploaded to the Pension Point member portal.
- This methodology had several flaws that could cause issues, such as post going missing or being delayed.
- It was also inconvenient for members to have to post or email the forms and copies of their certificates back to LPPA.
- Additionally, there was scope for error, with members missing sections or the forms or signatures, resulting in delays as the forms were sent back to the members for correction.
- LPPA have designed online forms, that allows members to make their election directly via the Pension Point member portal.
- This means the members receive their forms instantly, and as the forms are validated, mistakes are no longer possible. As members are also logged into the portal securely, hand-written signatures are also no longer required.
- These changes are due to go live in Q4 2024.

Payment Stage

- LPPA has previously processed the payment stage of the retirement with a 5 working day SLA.
- The introduction of online forms will allow LPPA to automate the final calculation and setting up of payroll elements, following the member's election.
- Confirmation of the members retirement will also be provided to them immediately via the Pension Point member portal.
- The automation of the payment stage for deferred members is planned for Q4 2024, and the automation of the payment stage for CARE only active members is planned for Q1 2025.
- These changes will allow members to complete their full retirement, from quotation, to being set up on the payroll, within one working day. The previous manual processes would have taken a cumulative total of 10 working days for LPPA, plus any additional time if the documents were posted.



Volume



The chart shows the number of members being serviced by the automated process has now surpassed that of the manual process.

Customer Satisfaction

The table below shows that members who retire via the automated process have higher satisfaction scores.

Method	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
All Retirements	36%	23%	11%	15%	15%
Automated Retirements	52%	21%	6%	13%	8%

In addition to the changes outlined in this document, LPPA are also investigating future improvements, such as:



Employer pay queries being sent via the employer portal, rather than by email



Member identification and verification being done digitally, mitigating the need for identification documents to be provided



Similar solutions for members of the Final Salary sections of the scheme