



Havering
LONDON BOROUGH

LOCAL PENSIONS BOARD

Subject Heading:

Pensions Administration Update Q3
2025-26

OMT Lead:

James Cocks
Assistant Director of Transactional People
Services

Report Author and contact details:

Caroline Guyon
Pensions Projects and Contracts Manager
caroline.guyon@onesource.co.uk
020 3373 9295

Policy context:

Local Government Pension Scheme
Regulations 2013.

SUMMARY

This report reviews the performance of the Local Pensions Partnership Administration (LPPA) against the agreed service levels for the period October to December 2025.

RECOMMENDATIONS

It is recommended that members note the report.

REPORT DETAIL

1. Administration Update

- 1.1 From 1 November 2017, the London Borough of Havering delegated the pension administration service to Lancashire County Council who have engaged the Local Pensions Partnership Administration (LPPA) to undertake their pension portfolio. The Local Pensions Partnership was formed in 2016 through a collaboration between Lancashire County Council and the London Pensions Fund Authority and provides pension services to the Local Government Pension Scheme, Police and Firefighter Schemes
- 1.2 LPPA provide a quarterly performance report attached as Appendix A.
- 1.3 Overall performance against SLA for Q3 is reported at 98.7%. The reported service is achieving results in excess of the required 95% target in all areas.
- 1.4 Looking at the 3 highest priority cases, Board members should note the following:

Case Type	SLA Target	Brought Forward	Received in Period	Completed	Carried Forward	Completed on time
Retirement (Active)	5 working days	151	211	267	95	96.5%
Retirement (Deferred)	5 working days	75	155	171	59	98.6%
Deaths	5 working days	203	249	259	193	99.4%

- 1.5 Fund officers are monitoring and working with LPPA on cases identified as being outstanding for more than 6 months as of 31 December 2025. Focussing initially on cases that commenced prior to 1 January 2024. There has been a reduction in the number of outstanding cases and many more are now actively being processed. Monitoring will continue as part of the quarterly reviews. Detail of the progress is given in the table overleaf:

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Date Reviewed	Total number of cases commenced prior to 01/01/24	Cases where actions have been carried out within last 3 months	Cases queried with LPPA	Others
October 25	101	Review work not undertaken		
December 25	83	37	23	23
March 26	57	33	11	13

1.6 Officers are also reviewing cases identified as being outstanding for more than 6 months as of 31 December 2025, where those cases commenced after 1 January 2025. There has been a significant increase in numbers but many of the cases are relating to transfers or aggregation where a member has up to 12 months to make an election and a case will remain in the work tray until the deadline has passed. Over a third of the total cases have seen progress within the last 3 months. Monitoring will continue as part of the quarterly reviews. Detail of the findings is given in the table below:

Date Reviewed	Total number of cases commenced since 01/01/25	Cases where actions have been carried out within last 3 months	Cases queried with LPPA	Others
October 25	78	Review work not completed		
December 25	63	42	16	5
March 26	307	136	58	113

1.7 When looking at retirement satisfaction surveys, the results remain disappointing with a limited number of members responding. The table below provides the breakdown of the Q3 responses:

	Surveys Issued	Surveys Taken	Satisfied	Neutral	Dissatisfied
Ret from Active	52	20	12	4	4
Ret from Deferred	57	16	7	3	6

1.8 Calls into the LPPA's contact centre are recorded at a client level with 922 calls being answered during the quarter. The average wait time for callers across the quarter was 3 minutes 09 seconds with 40 people having to wait more than 15 minutes.

1.9 Members are directed to the contact centre survey on the completion of their call. Satisfaction levels are shown below:

	Surveys Taken	Satisfied	Neutral	Dissatisfied
Contact Centre Overall	78	54	19	5
Contact Centre Agent	89	87	0	2

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- 1.10 Appendix B provides the complaint board overview for Q3.
- 1.11 LPPA received 2 complaints during Q3 and carried forward 0 complaints from Q2. 1 case was completed in the quarter, which was upheld.
- 1.12 The main administration report details the data quality and the Pension Regulator data scores for common and scheme specific data. At the end of Q3 our common data score was 98.2% (previously 98.0%) and the scheme specific data score was 93.2% (previously 93.1%).