

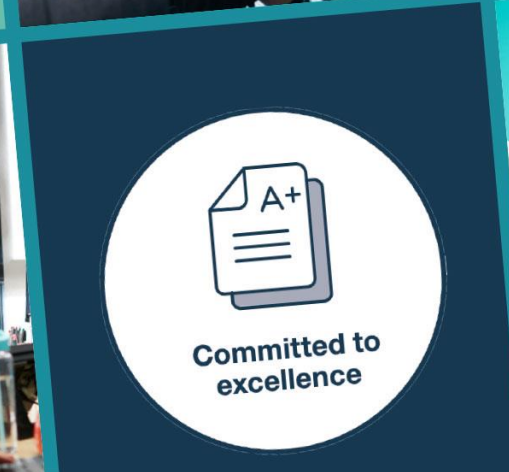
LPP

Local Pensions Partnership
Administration

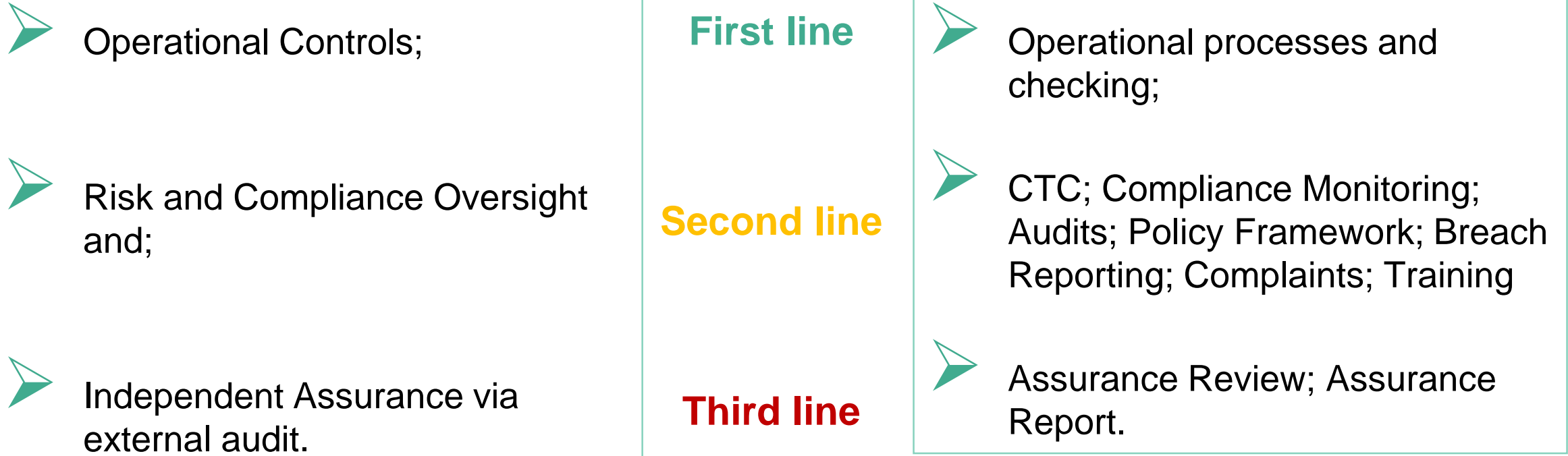
LPPA Risk & Compliance Assurance

Janet Morville-Smith, Head of Risk & Compliance

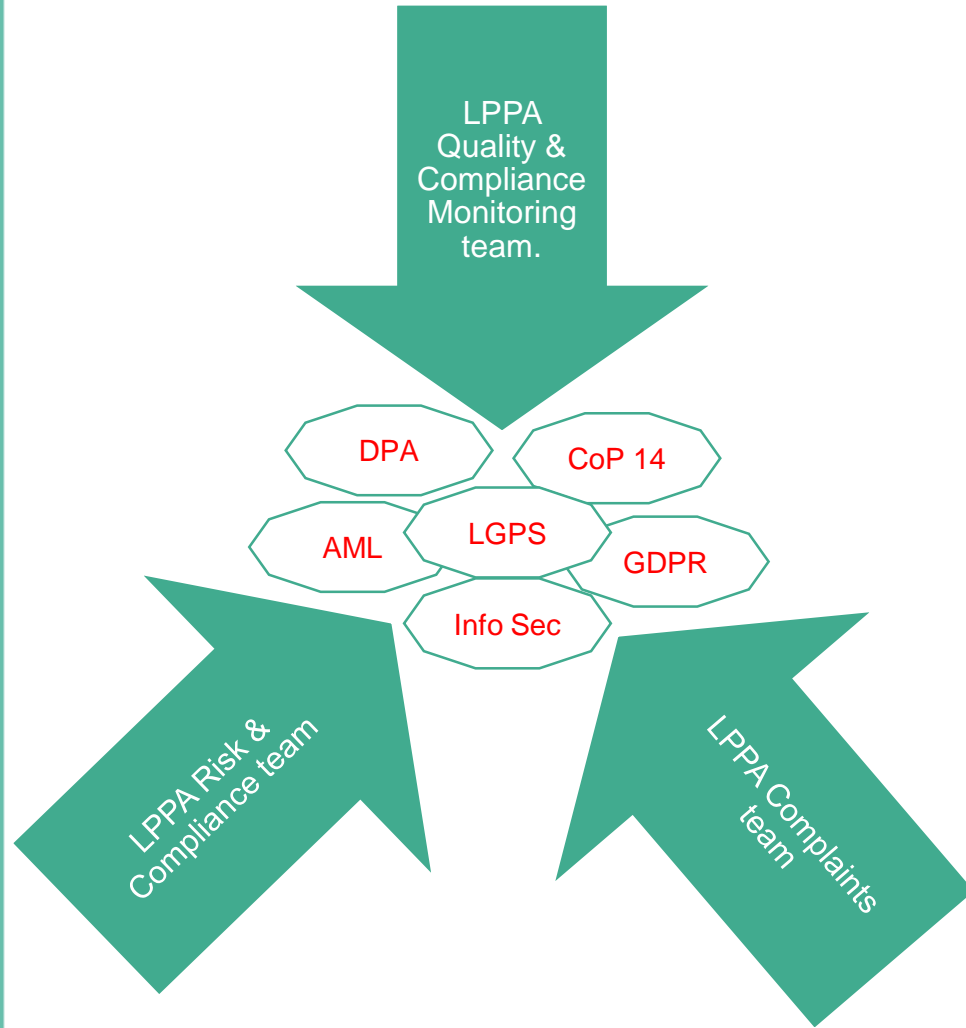
23 March 2021



3 Lines of Defence Model



Assurance



- ✓ **Quality & Compliance Monitoring team**
More monitoring reviews, with a more focussed, deep dive approach.
Regular monthly quality assurance reviews.
- ✓ **Risk & Compliance team**
Regulatory Change Management.
Risk Management Framework.
Policy Framework.
Breach & Incident Management.
- ✓ **Complaints team**
Member satisfaction

Objectives & Deliverables

- To drive Quality
- To embed a Culture of Treating Customers Fairly
- ✓ To enhance the administration services provided to Clients
- ✓ To provide value for money
- ❖ To improve the Customer Journey



- Monthly Risk & Compliance Report
- Annual Assurance Report
- Inclusion in Legislative / Regulatory Change



Local Pensions Partnership
Administration

Thank you

Any questions... ?

