1.0 Purpose of the Report

1.1 This report updates the Pension Board on performance of the pensions administration contract with LPP.

2.0 Recommendation(s)

2.1 The board is recommended to note the report.

3.0 Detail

3.1 The administration of the Brent Pension scheme was transferred to LPP on 1 October 2018. This report reviews the performance of the LPP contract during February 2019.

3.2 The Pensions administration team are holding monthly meetings to monitor the performance of the contact looking at both the individual month and trends across months.

3.3 As of 28 February 2019 the Brent Pension Fund had 6,647 active members, 6,912 pensioners (including dependants), and 8,140 deferred pensioners.
3.4 Table 1 shows contract statistics for cases processed grouped by category. This includes cases bought forward, received, completed, completed on time and carried forward. Chart 1 below show progress by month since the contract commenced in October 2018.

### Table 1:

<table>
<thead>
<tr>
<th>Description</th>
<th>B/fwd</th>
<th>Rec'd</th>
<th>Complete</th>
<th>On Time</th>
<th>% OT</th>
<th>C/fwd</th>
<th>Average Completed Time</th>
<th>Average Elapsed Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Joiners</td>
<td>65</td>
<td>62</td>
<td>54</td>
<td>54</td>
<td>100.00</td>
<td>72</td>
<td>0</td>
<td>13</td>
</tr>
<tr>
<td>Transfers In/Out</td>
<td>449</td>
<td>40</td>
<td>71</td>
<td>32</td>
<td>45.07</td>
<td>418</td>
<td>4</td>
<td>61</td>
</tr>
<tr>
<td>Retirement/Deaths</td>
<td>886</td>
<td>116</td>
<td>106</td>
<td>104</td>
<td>98.11</td>
<td>894</td>
<td>1</td>
<td>29</td>
</tr>
<tr>
<td>Deferred/Refunds</td>
<td>592</td>
<td>25</td>
<td>35</td>
<td>32</td>
<td>91.43</td>
<td>582</td>
<td>1</td>
<td>39</td>
</tr>
<tr>
<td>Estimates</td>
<td>88</td>
<td>40</td>
<td>44</td>
<td>40</td>
<td>90.91</td>
<td>84</td>
<td>0</td>
<td>6</td>
</tr>
<tr>
<td>Other - contractual</td>
<td>400</td>
<td>372</td>
<td>454</td>
<td>407</td>
<td>89.65</td>
<td>406</td>
<td>0</td>
<td>13</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>2570</td>
<td>855</td>
<td>764</td>
<td>609</td>
<td>87.57</td>
<td>2457</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Chart 1:

![Chart showing progress by month]

3.5 Whilst the cases % completed on time significantly improved in February across all categories, the number of cases carried forward is disappointing. It is important to note that LPP inherited a large backlog of cases from the previous administration provider and the number of carried forward cases is 113 lower than the previous month.

3.6 Table 2 provides detail on the number of cases that have been completed early. Overall 47% of the 669 cases completed on time were completed early.
3.7 As at the beginning of February 2019, there was 1 complaint and 1 IDRP case outstanding. In February 2019 none of these cases were resolved and a further 6 cases were received. Of these 6 cases, 4 cases were complaints and 2 were IDRP cases. 1 new case received was resolved. Brent and LPP are taking action to ensure that these cases are resolved swiftly however the complex nature of some cases means that this is not always possible.

4.0 **Financial Implications**

4.1 There are no direct financial implications from this report.

5.0 **Legal Implications**

5.1 Not applicable.

6.0 **Equality Implications**

6.1 Not applicable.

7.0 **Consultation with Ward Members and Stakeholders**

7.1 Not applicable.

8.0 **Human Resources**

8.1 Not applicable.

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**Report sign off:**

*Conrad Hall*

Chief Finance Officer