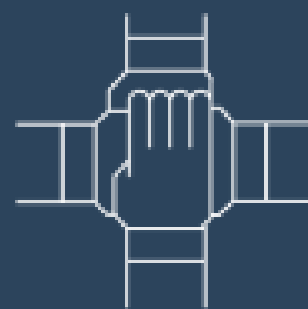




Local Pensions Partnership
Administration

London Borough of Brent Local Pension Board Project PACE update

July 2022



WORKING
TOGETHER



COMMITTED TO
EXCELLENCE



FORWARD
THINKING



DOING THE
RIGHT THING

Project PACE update

- Phase 1 of the migration to UPM is now complete with 9 LPPA clients now live on UPM
- Plan for Phase 2 migrations has now been agreed – this will move all remaining clients to UPM between October – December 2022
- LB Brent is scheduled to go live in November
- The UPM member portal (Pension Point) and the employer portal are both live. 40,000 members have successfully registered for Pension Point and over 10,000 forms have been submitted by employers through the UPM employer portal.
- The data migration has been fully reconciled (all Altair and CMS records successfully migrated to UPM in Phase 1)
- Pension payroll now running on the new system for Phase 1 UPM clients
- April Pensions Increase (PI) was run for the Phase 1 clients in UPM

Recent Service Challenges

SLA Performance

Initial performance against SLAs was low for UPM clients when compared to previous months before the transition. The main reasons contributing to this dip in performance include:

1. New way of measuring performance against SLA's in UPM
2. Increased volumes and/or spikes of work post go-live (e.g. clearing e-mails built up in each blackout period prior to 'go-live')
3. A higher number of hypercare issues post go-live than anticipated. This resulted in processes having to pause until the issue was fixed, resulting in some cases missing SLA
4. An initial productivity dip as people get used to a new system, although we are seeing output improve across a subset of processes

Pensions Helpdesk Wait Times

The Pensions Helpdesk has not been running at normal service levels as we continue to experience higher call wait times than the non-contractual target of 4 minutes. The main reasons contributing to this dip in performance include:

1. Record volumes of inbound calls (PACE, Pensions Increase, P60s, Pension Point launch, delays responding to webforms)
2. Increased call handling time for all UPM calls as call handlers were not familiar with UPM

In June the average wait time was 5 minutes which is the shortest since the beginning of the migration Phase 1 and response times to webform ('Contact Us') enquiries are now back to 24-48hr turnaround.