

# Quarterly Administration Report

**Brent Pension Fund**

1 July - 30 September 2024

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# DEFINITIONS

## Page 9

### Total Fund Membership

Total Fund Membership is the number of member records held on the LPPA pensions administration system that are contributing to, awaiting, or receiving benefits from the pension fund.

## Page 10 & 11

### Current Age Demographic

The age profile of the Membership is split across three types of status:

Active Members – members who are currently contributing toward their pension benefits.

Deferred Members – members who hold a deferred benefit in the fund.

Pensioner Members – pensioners and dependants who are currently receiving a pension.

## Page 13

### Casework Performance - All Cases

Performance is measured once all information is made available to LPPA to enable them to complete the process.

Relevant processes are assigned a target timescale for completion, and the performance is measured as the percentage of processes that have been completed within that timescale.

## Page 14

### Casework Performance - Standard

'Deaths' are included as a specific process, but it is important to highlight that processing can take a significant amount of time to complete fully. Furthermore, there can be seasonal aspects which impact case volumes ie. higher mortality rates during winter.

The category of 'Other' on this page covers processes including, but not limited to:

- APC/AVC Queries
- Additional Concs Cessation
- Change of Hours
- Change of Personal Details
- Under Three Month Opt-Out
- Main to 50/50 Scheme Changes
- Ill Health Reviews
- Complaints

Please note that this page includes cases that have met the SLA target, but the stop trigger may also have been actioned before the process has been completed.

## Page 15

### Ongoing Casework at the end of the Reporting Quarter

Please note the number of processes brought forward, does not match the corresponding number of outstanding processes reported in the previous quarter (due to various reasons which can include but are not limited to, the deletion of a process, or changes to the process category that a case is assigned to).

From Q1 2024/25, "Deaths" include over / under payments, and updates to pension and payroll processes (multiple associated processes can be triggered within a case, including the setup of multiple beneficiaries, and making multiple payments to individuals).

## Page 21 & 22

### Contact Centre Performance

Average wait time measures the time taken from the caller being placed into the queue, to them speaking with a Contact Centre adviser.

## Page 24 & 25

### Contact Centre Call Satisfaction

Members are given the option to answer two questions, following a call with the LPPA Contact Centre (these relate to general satisfaction with LPPA, and satisfaction with the adviser they have spoken to – both responses follow a three-point rating scale).

## Page 26 & 27

### Retirement Satisfaction

Graphs show a breakdown of quarterly retirement surveys (emails issued and responses received).

- Retirements processed / completed - members can have multiple process counts.
- Surveys issued - does not equal retirement processes for several reasons; ill health retirements do not receive a survey; not all members provide an email address; members with multiple retirement processes only receive one survey email; there is a planned delay in issuing surveys to allow for initial payments to be paid).

Satisfaction / Dissatisfaction is included as a % of email surveys issued. This demonstrates that a significant number of surveys are not completed (work is ongoing to encourage an increase in the number of responses to email surveys issued).

The Satisfaction Scores highlighted in green and red compare the satisfied / dissatisfied responses received, as a % of total survey responses - this is the true measure of member satisfaction.

Satisfied responses include satisfied (with the service) and very satisfied.

Dissatisfied responses include dissatisfied and very dissatisfied.

Neutral responses are not included in the data tables.

## Page 29

### Member Online Portal

The number of member records by status, that are registered for LPPA's member self-service portal, PensionPoint.

## Page 31

### Common/Scheme Specific Data Fails

The Pensions Regulator requires administrators to keep member data up to date to ensure benefits are accurately paid. This is split by Common Data (basic details that are specific to the Member) and Scheme Specific Data (data that is related to a member's data and specific circumstances surrounding their record).

Individual Fails shows the total number of unique members that have a single or multiple number of Common Data or Scheme Specific Data fails. On both charts, the Accuracy Rate (%) then compares the number of Individual Fails to the total number of Scheme Members.

For more detail on the Data Items / Error types presented in these charts, please visit either the [TPR](#) (The Pensions Regulator) or [PASA](#) (The Pension Administration Standards Association) websites.

## OUR CORE VALUES

This administration report is produced in accordance with the Service Level Agreement (SLA) for the provision of pension administration services.

The report describes the performance of Local Pensions Partnership Administration (LPPA) against the standards set out in the SLA.

Within LPPA, our values play a fundamental role in guiding our behaviour as we grow our pensions services business and share the benefits with our Clients.



# STATUTORY DEADLINES

 COMPLETED
  DUE

	Apr 24	May 24	Jun 24	Jul 24	Aug 24	Sep 24	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25	Mar 25
Annual Benefit Statement and Newsletter to Deferred Members					✓							
Pension Increases		✓										
P60s and Newsletter to Pensioners		✓										
Annual Benefit Statement and Newsletter to Active Members					✓							
Pension Saving Statements												

# EXECUTIVE SUMMARY

Forward thinking...  
Working together...  
Doing the right thing...  
Committed to excellence...

**This performance report covers the reporting period of Q2 2024/25 (July – September 2024)**

## Casework SLA performance

Overall operational casework performance was 98.2% against overall Service Level Agreements (SLAs) for the quarter. Focus continues to be on driving further improvements to the member experience.

## Contact Centre

Contact Centre wait times have been consistently under the targeted 4-minute wait time with an average wait time over the quarter of 2 minutes 16 seconds.

## Satisfaction scores

The majority of those surveyed about their retirement experience do not respond. Of those that responded to the survey, the customer satisfaction was 22.2% for Actives into Retirement and 77.3% for Deferred into Payment. Low survey responses can lead to high volatility in the satisfaction scores.

Contact Centre satisfaction now includes both overall satisfaction and satisfaction with the individual call handler that the member spoke to. Satisfaction with the individual call handler is typically higher than overall satisfaction, with satisfaction rates for the quarter at 92.2% and 75.0% respectively.

## Statutory deadlines

All regulatory and statutory deadlines due in the reporting period were met including:

- Production and distribution of Annual Benefit Statements (ABS) for active and deferred members for the 31 August deadline.

## Outlook

Activity levels are, and are expected to remain high, due to:

- Embedding of monthly returns for all employers and managing the associated spikes in work driven by the late and concentrated submission of monthly return files from some employers.
- Efficiency and Service Improvement Programme (ESIP) of work.
- Activity to continue to improve the member experience in key areas.
- Significant regulatory change including implementation of McCloud remedy and the Pensions Dashboard.
- Preparation for LG valuation data submission in 2025.



# LPPA PROJECTS - UPDATE

## McCloud Remedy

Following the McCloud judgment, changes to all public service pension schemes that provided transitional protections to older members, including the LGPS came into force on 1 October 2023. The changes were designed to rectify unlawful discrimination against younger scheme members. In the LGPS, the impact is an extension of the underpin to all eligible members. The national timeline for revisiting all member cases is Oct 23 – Aug 25.

A dedicated project manager and team remains in place overseeing and delivering all the key areas of the project including:

- Data capture and data cleanse from employers to ensure that hour changes and service breaks have all been recorded correctly.
- System design and development is thoroughly tested prior to release into the live environment.
- Appropriate communication plans are in place and delivered.
- Contact Centre and Operational colleague training and business readiness.

## Current position

- Eligibility flags are in place to identify all members in scope for remedy.
- We are now calculating benefits and applying the underpin for active members retiring (for those members with a McCloud eligible flag, and whose data has been verified as being present and correct).
- Of those cases where the underpin applies, early results show that the underpin is driving a small increase in benefits (c.£300pa on average) in a small number of cases (c.4% of cases) and those cases are where the member had a significant salary increase in the remedy period and/or retired early.

## Efficiency and Service Improvement Programme

LPPA mobilised an Efficiency and Service Improvement Programme (ESIP) shortly after the move to the new administration system (UPM). ESIP is designed to leverage the investment in UPM, delivering automation and improved self-service capability. ESIP currently has 9 projects in flight. ESIP's automation of Deferred Retirement Quote was launched in July (this is the third process of automation and enables members to receive deferred retirement quotes instantly by email). Work is underway on similar functionality for active members. Other activity in flight includes work to improve the monthly returns process and the member and employer online portals.

Forward thinking...  
Working together...  
Doing the right thing...  
Committed to excellence...

## Data project

LPPA is partnering with Civica and Intellica on a data project to improve data quality ahead of valuation and the introduction of the Pensions Dashboard. Work on the creation of test environments is complete. Data Validation Checks (DVCs) that we will check the integrity of member data against have been scoped and built. The results from the DVCs will be shared with Funds in Q3.

The project is working towards producing a series of dashboards to give us clear visibility of the integrity and accuracy of the data that we hold to comply with regulatory change and to enable us to launch more self-service and automation for members and employers.

## Pensions Dashboard

The Pensions Dashboard will enable individuals to access their pensions information online, securely and all in one place. The connection date for public sector schemes to connect to the Pensions Dashboard is 31 October 2025. The dashboard project is in flight with a full-time project manager. Work is well underway on the project, including:

- Systems requirements (including the rules for partial matching of records and the treatment of AVCs); and
- The business readiness aspects of the project (e.g. readiness to deal with new inbound enquiries relating to dashboard).

Civica are LPPA's Integrated Service Provider (ISP) for dashboard connection.

# Fund Membership

## In this section...

- Total fund membership
- Current age demographic



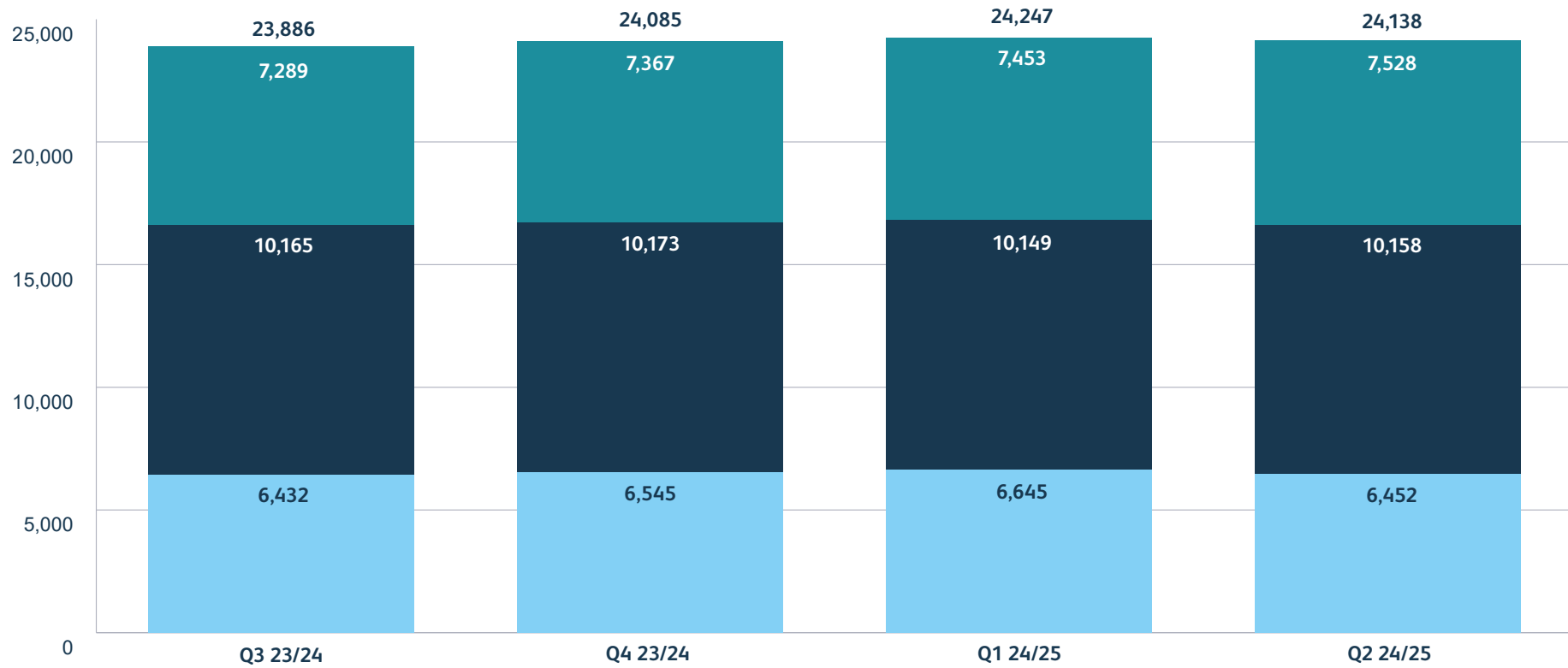
# TOTAL FUND MEMBERSHIP



## TOTAL FUND MEMBERSHIP

CLIENT SPECIFIC

Active Contributors   Deferred Beneficiaries   Pensioners & Dependants



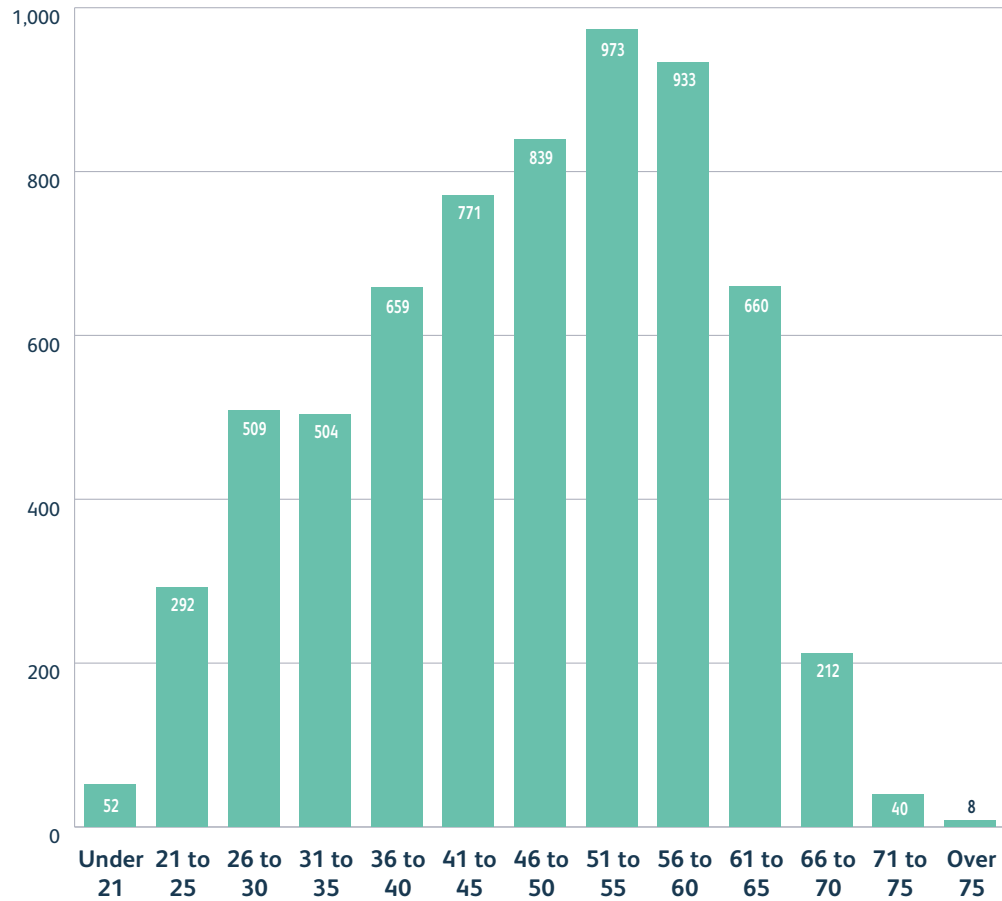
# TOTAL FUND MEMBERSHIP



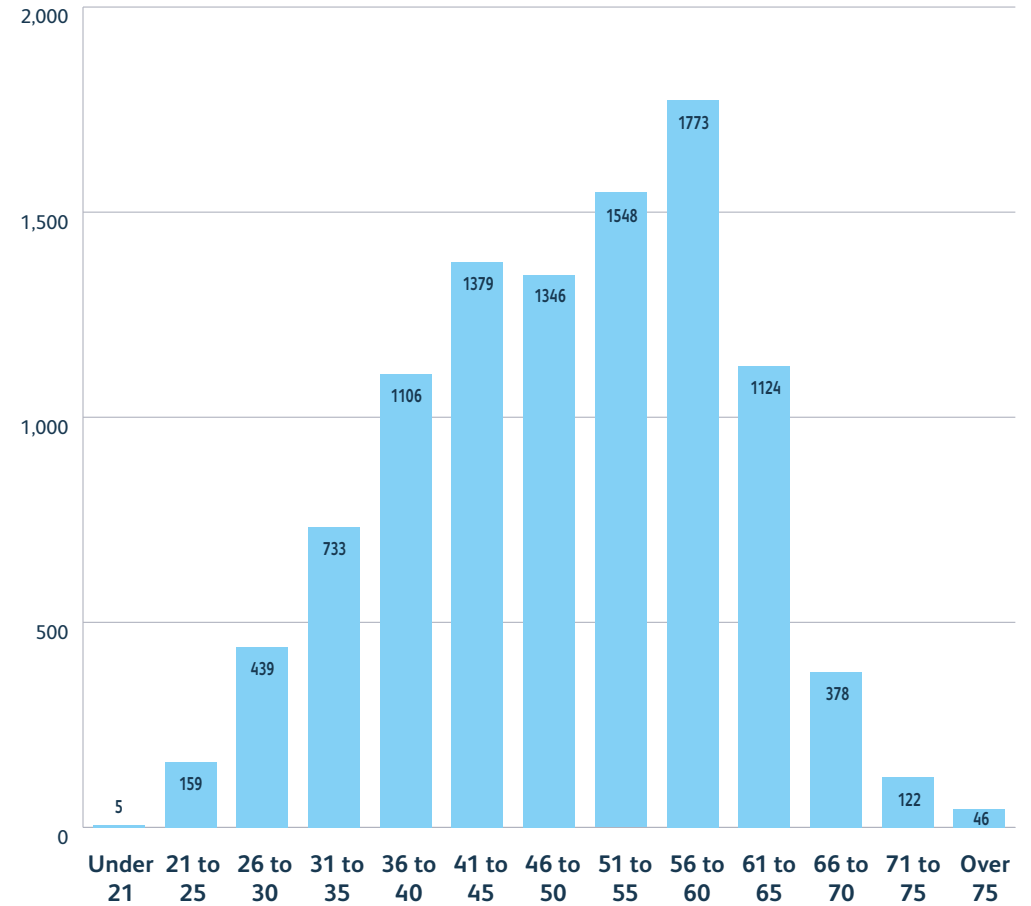
## CURRENT AGE DEMOGRAPHIC

CLIENT SPECIFIC

Active



Deferred

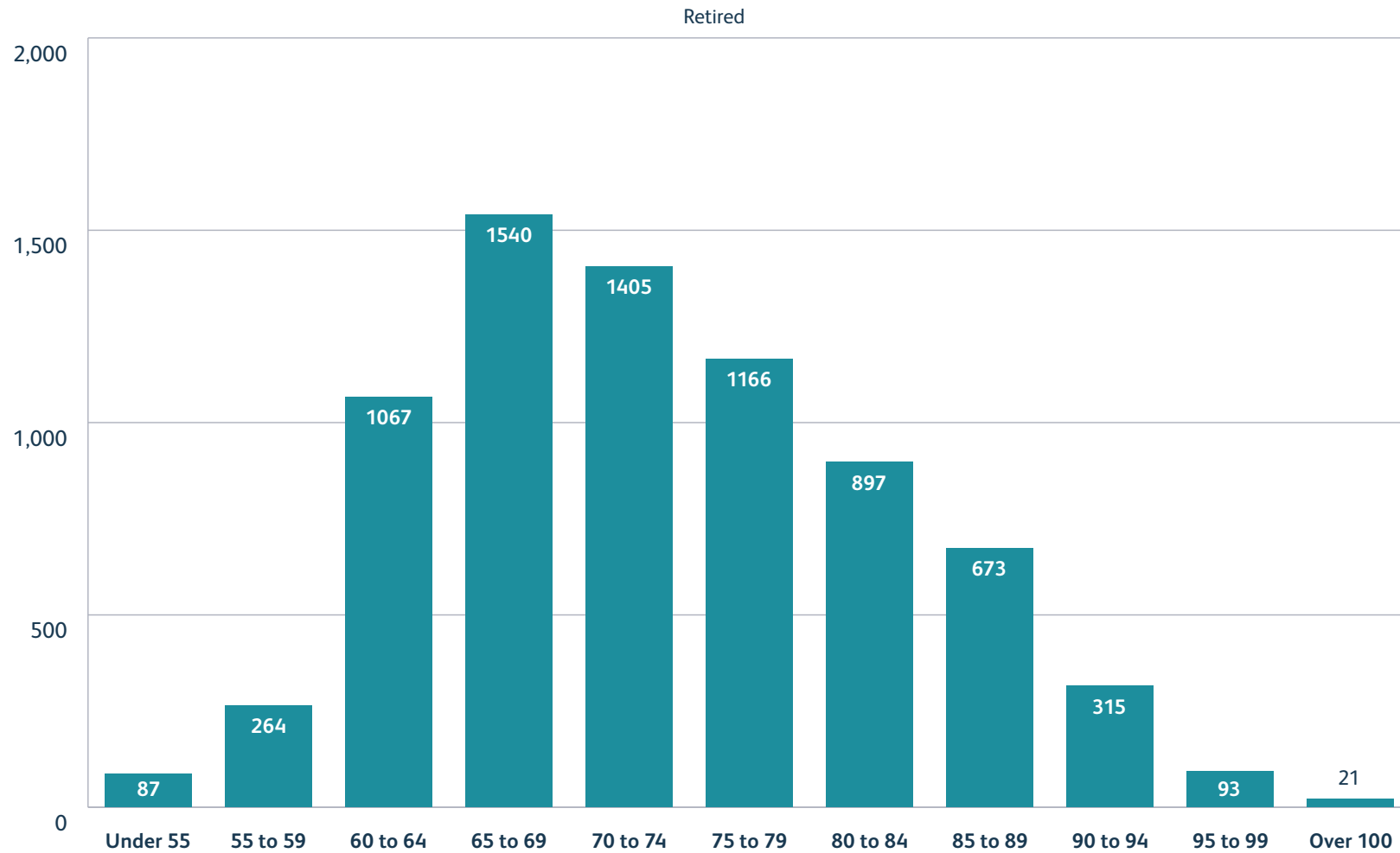


# TOTAL FUND MEMBERSHIP



## CURRENT AGE DEMOGRAPHIC

CLIENT SPECIFIC



# Casework Performance

## **In this section...**

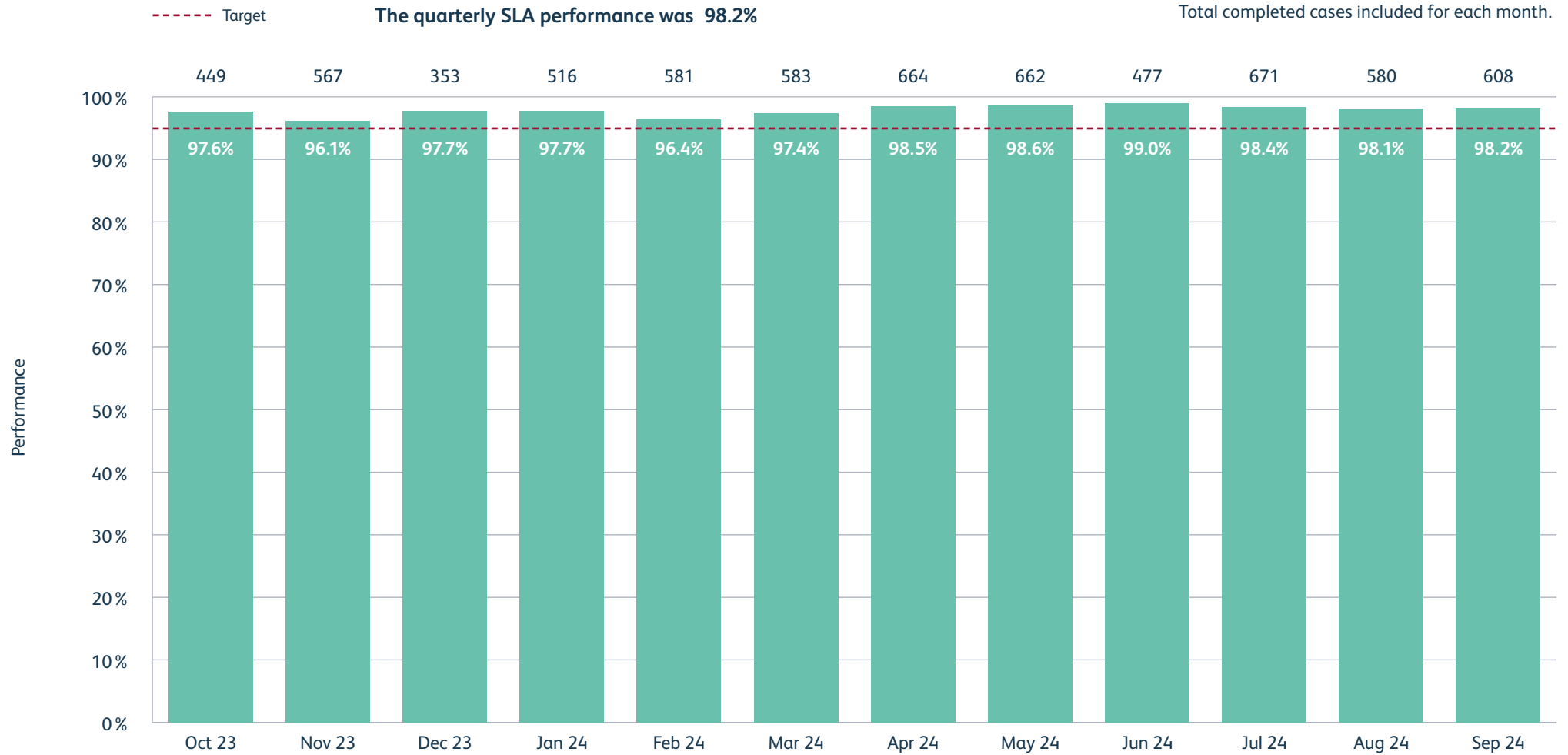
- Performance – all cases
- Performance standard
- Ongoing casework at the end of the reporting quarter

# CASEWORK PERFORMANCE



## PERFORMANCE – ALL CASES

CLIENT SPECIFIC



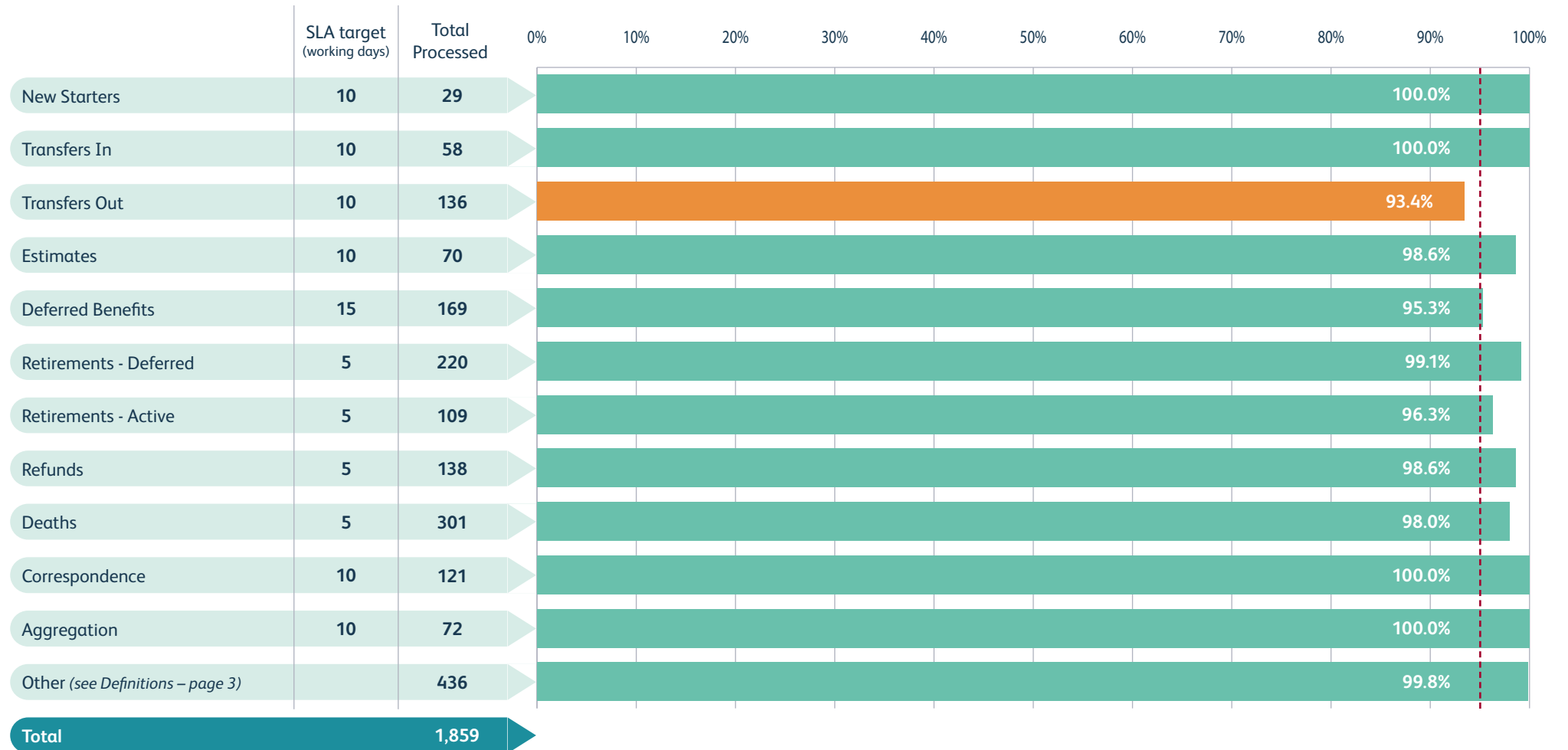
# CASEWORK PERFORMANCE



## PERFORMANCE STANDARD

## CLIENT SPECIFIC

----- Target (95%)



# CASEWORK PERFORMANCE

## ONGOING CASEWORK AT THE END OF THE REPORTING QUARTER CLIENT SPECIFIC

The following table is created by identifying all reportable casework within UPM, and includes those that have subsequently Completed / Aborted / Remain Outstanding within the quarter. The figures in this table cannot be compared to those in the previous slide for a number of reasons including: the table includes aborted cases, but the horizontal bar graph does not; the SLA 'stop trigger' can be actioned before the process has been completed.

	Brought Forward at 01/07/24	Received (Inbound)	Completed (Outbound)	Outstanding as of 30/09/24
New Starters	1	36	31	6
Transfers In	173	92	95	170
Transfers Out	235	176	172	239
Estimates	15	82	79	18
Deferred Benefits	298	273	287	284
Retirements - Deferred	257	240	344	153
Retirements - Active	89	120	114	95
Refunds	93	183	186	90
Deaths	495	354	335	514
Correspondence	119	189	199	109
Aggregation	115	106	118	103
Other	51	466	455	62
<b>Total</b>	<b>1,941</b>	<b>2,317</b>	<b>2,415</b>	<b>1,843</b>

# Active to Retirement Processes - Cases Processed Within 30 Days

## In this section...

- Employer retirement notifications - notified on-time vs. late
- On-time notification - cases processed
- Late notification - cases processed

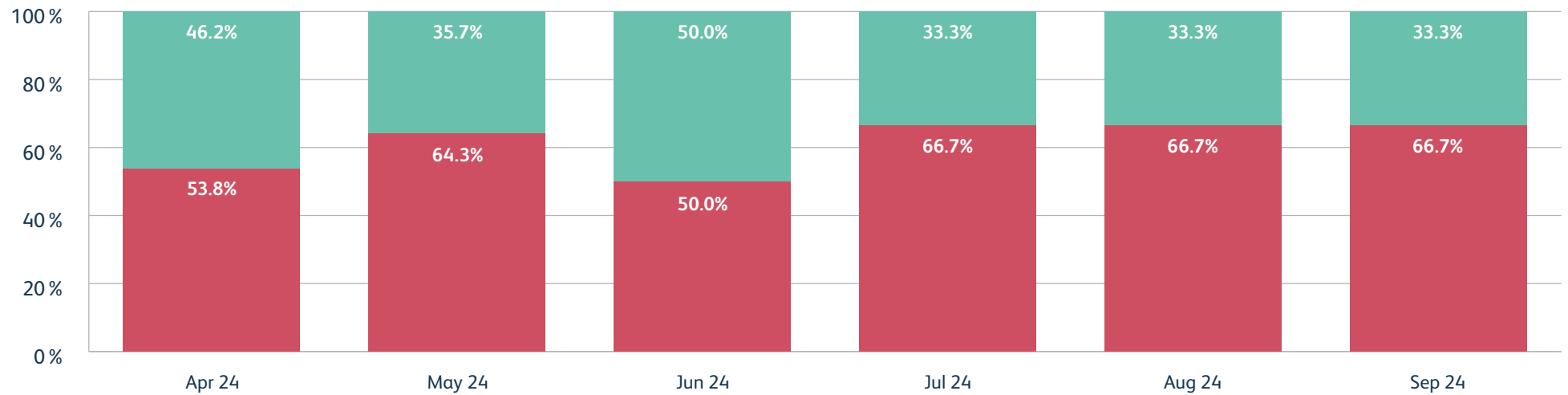


# ACTIVE TO RETIREMENT

**Please note:**

LPPA require at least 30 days notice prior to an active member retirement date, to be able to pay a member their first payment within 30 days of their retirement date. The chart below shows the number / % of on-time notifications vs. the number / % of late notifications from employers in the month (late being received within 30 days or after the retirement date).

## EMPLOYER RETIREMENT NOTIFICATIONS CLIENT SPECIFIC



	Apr 24	May 24	Jun 24	Jul 24	Aug 24	Sep 24
Retirement Notifications	13	14	6	6	9	12
Received Late (Number)	7	9	3	4	6	8
Received Late (%)	53.8%	64.3%	50.0%	66.7%	66.7%	66.7%
Received On-Time (Number)	6	5	3	2	3	4
Received On-Time (%)	46.2%	35.7%	50.0%	33.3%	33.3%	33.3%

Data based on retirement notifications received from employers in the month.

# ACTIVE TO RETIREMENT

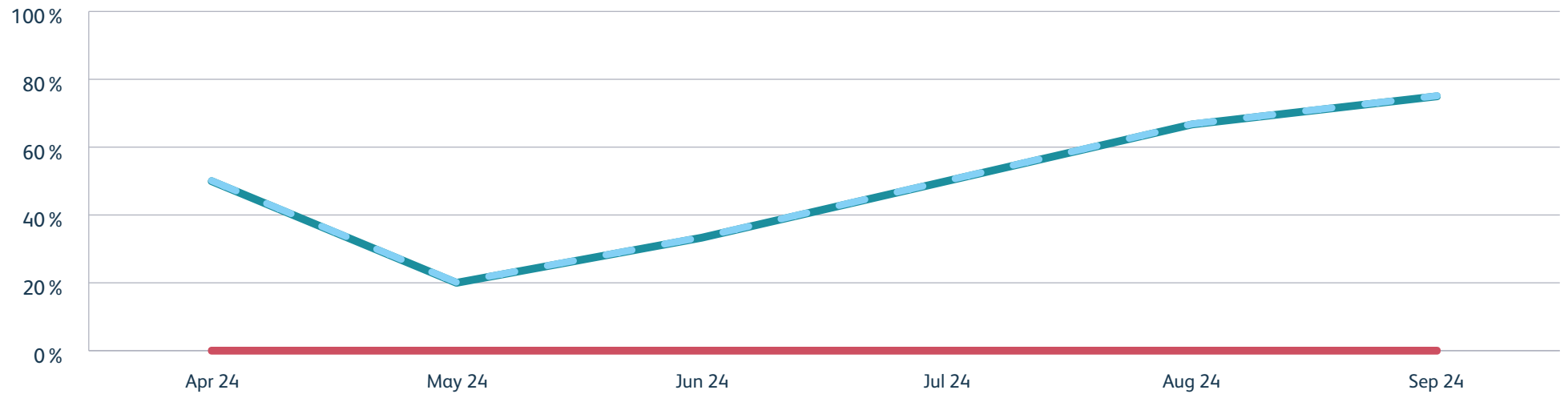
**Please note:**

% of cases processed within 30 days of retirement date – where LPPA receives the leaver notification from the employer with at least 30 days notice.



## ON-TIME NOTIFICATION - CASES PROCESSED

CLIENT SPECIFIC



	Apr 24	May 24	Jun 24	Jul 24	Aug 24	Sep 24
No. of cases where member has an AVC	0	0	0	0	0	0
No. of cases processed with <b>no</b> AVC	6	5	3	2	3	4
% of cases processed within 30 days – with AVC	N/A	N/A	N/A	N/A	N/A	N/A
% of cases processed within 30 days – <b>no</b> AVC	50.0%	20.0%	33.3%	50.0%	66.7%	75.0%
% of cases processed within 30 days – combined	50.0%	20.0%	33.3%	50.0%	66.7%	75.0%

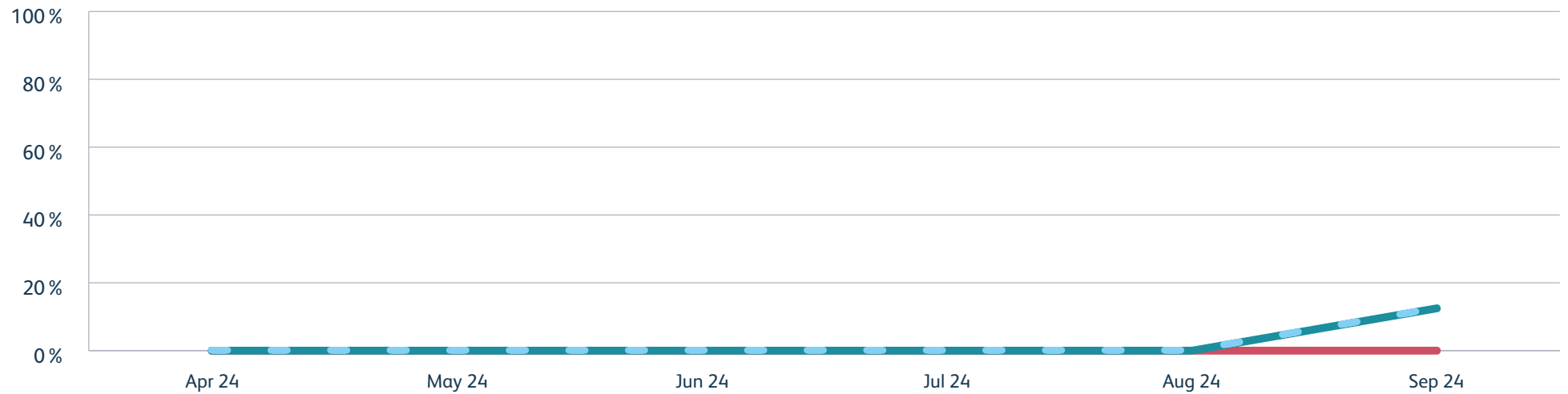
Data based on processes completed in the month.

# ACTIVE TO RETIREMENT

**Please note:**

% of cases processed within 30 days of retirement date – where LPPA receives the leaver notification from the employer with less than 30 days notice, or after the actual retirement date.

## ↘ LATE NOTIFICATION - CASES PROCESSED CLIENT SPECIFIC



	Apr 24	May 24	Jun 24	Jul 24	Aug 24	Sep 24
No. of cases where member has an AVC	0	0	0	0	0	0
No. of cases processed with <b>no</b> AVC	7	9	3	4	6	8
% of cases processed within 30 days – with AVC	N/A	N/A	N/A	N/A	N/A	N/A
% of cases processed within 30 days – <b>no</b> AVC	0.0%	0.0%	0.0%	0.0%	0.0%	12.5%
% of cases processed within 30 days – combined	0.0%	0.0%	0.0%	0.0%	0.0%	12.5%

Data based on processes completed in the month.

# Contact Centre Calls Performance

The Contact Centre deals with all online enquiries and calls from members for all funds that LPPA provides administration services for.

## **In this section...**

- Wait time range
- Calls answered

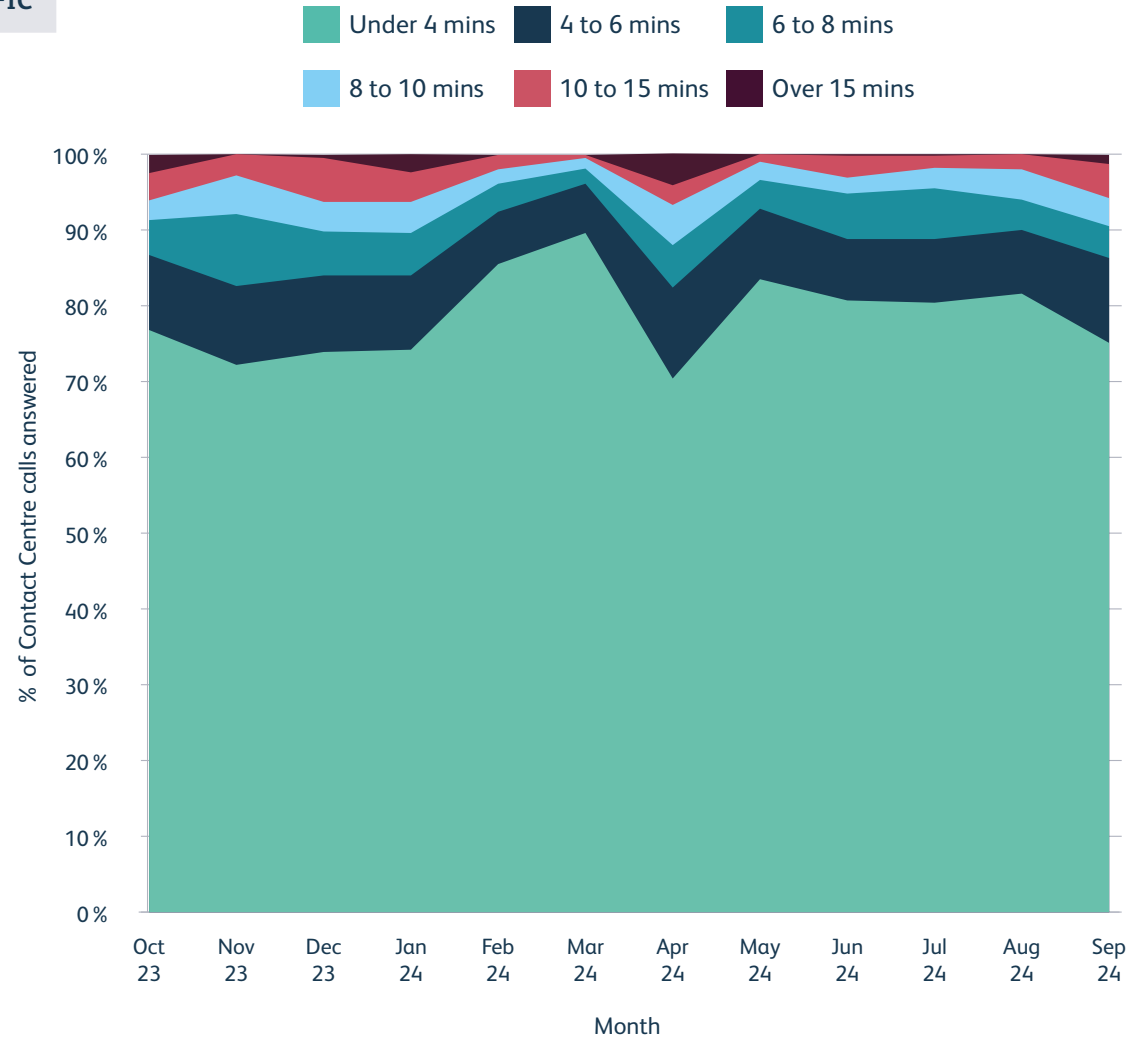
# CONTACT CENTRE CALLS PERFORMANCE



## WAIT TIME RANGE

CLIENT SPECIFIC

	Under 4 mins	4 to 6 mins	6 to 8 mins	8 to 10 mins	10 to 15 mins	Over 15 mins
Oct 23	76.8%	9.9%	4.6%	2.6%	3.6%	2.4%
Nov 23	72.2%	10.4%	9.5%	5.1%	2.8%	0.0%
Dec 23	73.9%	10.1%	5.8%	3.9%	5.8%	0.4%
Jan 24	74.2%	9.8%	5.6%	4.1%	3.9%	2.4%
Feb 24	85.5%	6.9%	3.7%	1.9%	1.9%	0.0%
Mar 24	89.6%	6.5%	2.0%	1.4%	0.4%	0.0%
Apr 24	70.4%	12.0%	5.6%	5.3%	2.6%	4.2%
May 24	83.5%	9.3%	3.8%	2.4%	1.0%	0.0%
Jun 24	80.7%	8.1%	6.0%	2.1%	2.9%	0.2%
Jul 24	80.4%	8.4%	6.7%	2.7%	1.6%	0.2%
Aug 24	81.6%	8.4%	4.0%	4.0%	2.0%	0.0%
Sep 24	75.1%	11.2%	4.2%	3.7%	4.5%	1.2%



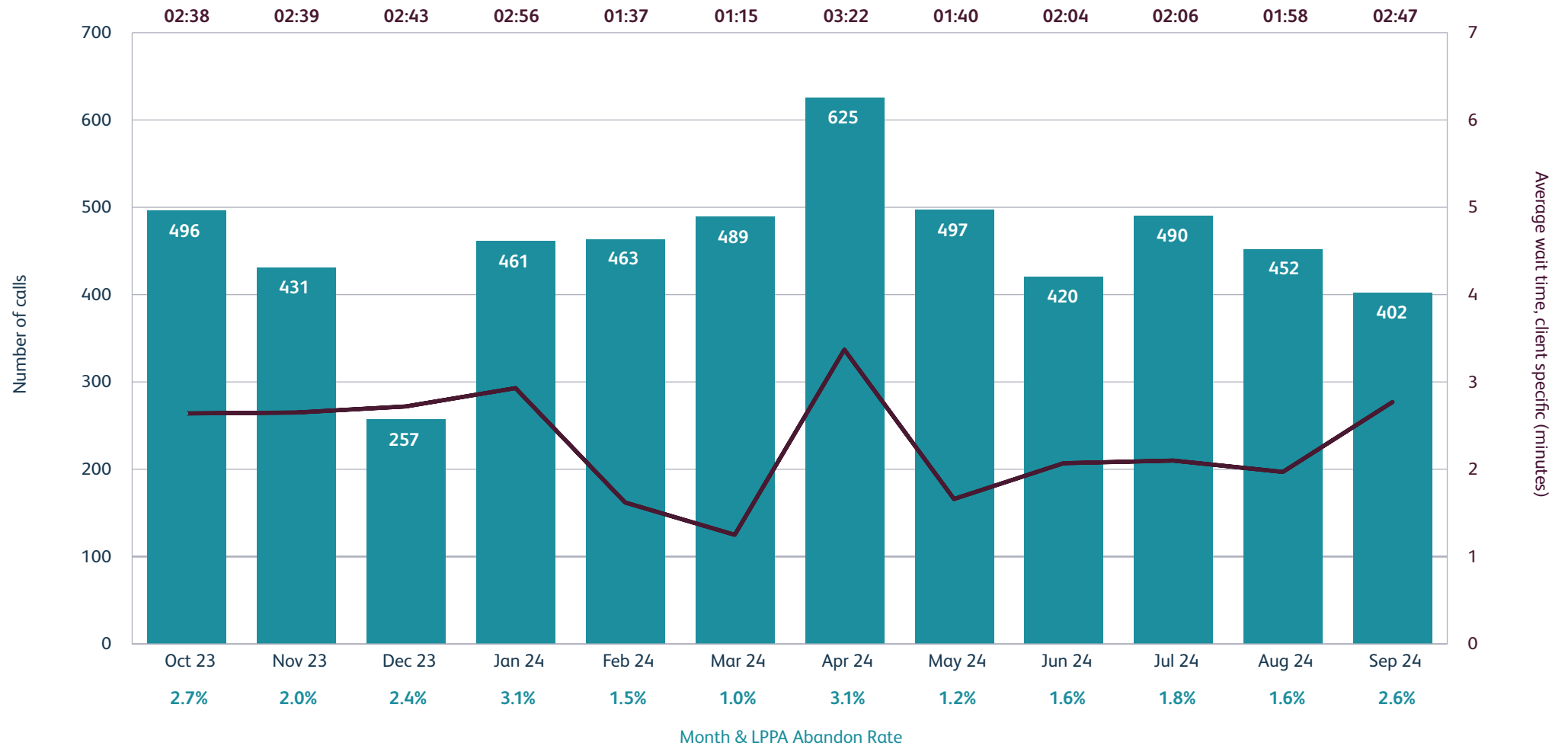
# CONTACT CENTRE CALLS PERFORMANCE

## CALLS ANSWERED

CLIENT SPECIFIC

— Average wait time (mm:ss)

Quarterly average wait time was 2 minutes 16 seconds



Average wait time, client specific (minutes)

# Customer Satisfaction Scores

## In this section...

- Contact Centre calls satisfaction
- Contact Centre calls satisfaction - Agent
- Retirements - Active
- Retirements - Deferred

# CUSTOMER SATISFACTION SCORES

**Please note:**

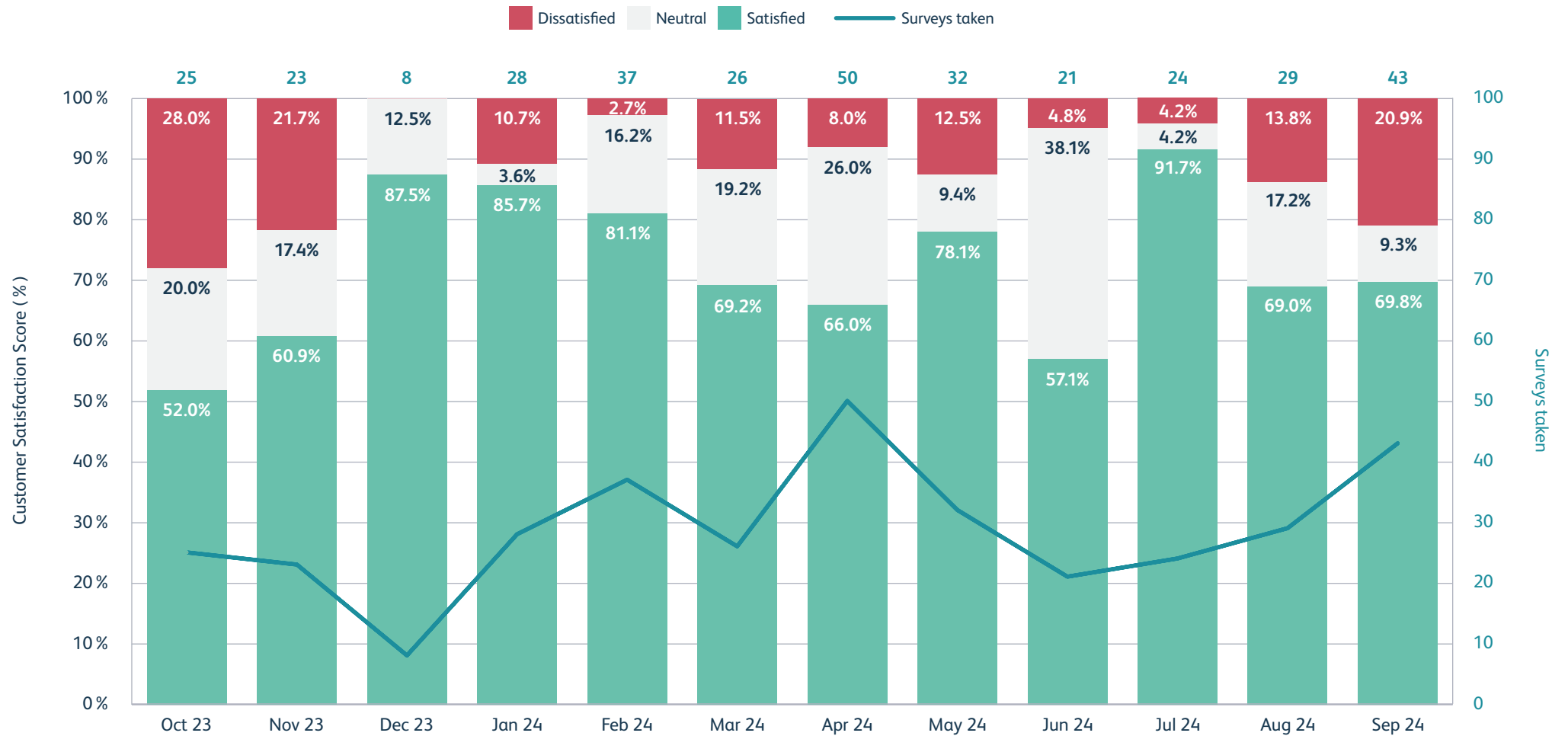
The graph measures monthly member satisfaction with LPPA (“How satisfied are you with the overall service you have received from LPPA?”).



## CONTACT CENTRE CALLS SATISFACTION - OVERALL

### CLIENT SPECIFIC

Overall member satisfaction for the quarter was **75.0%**





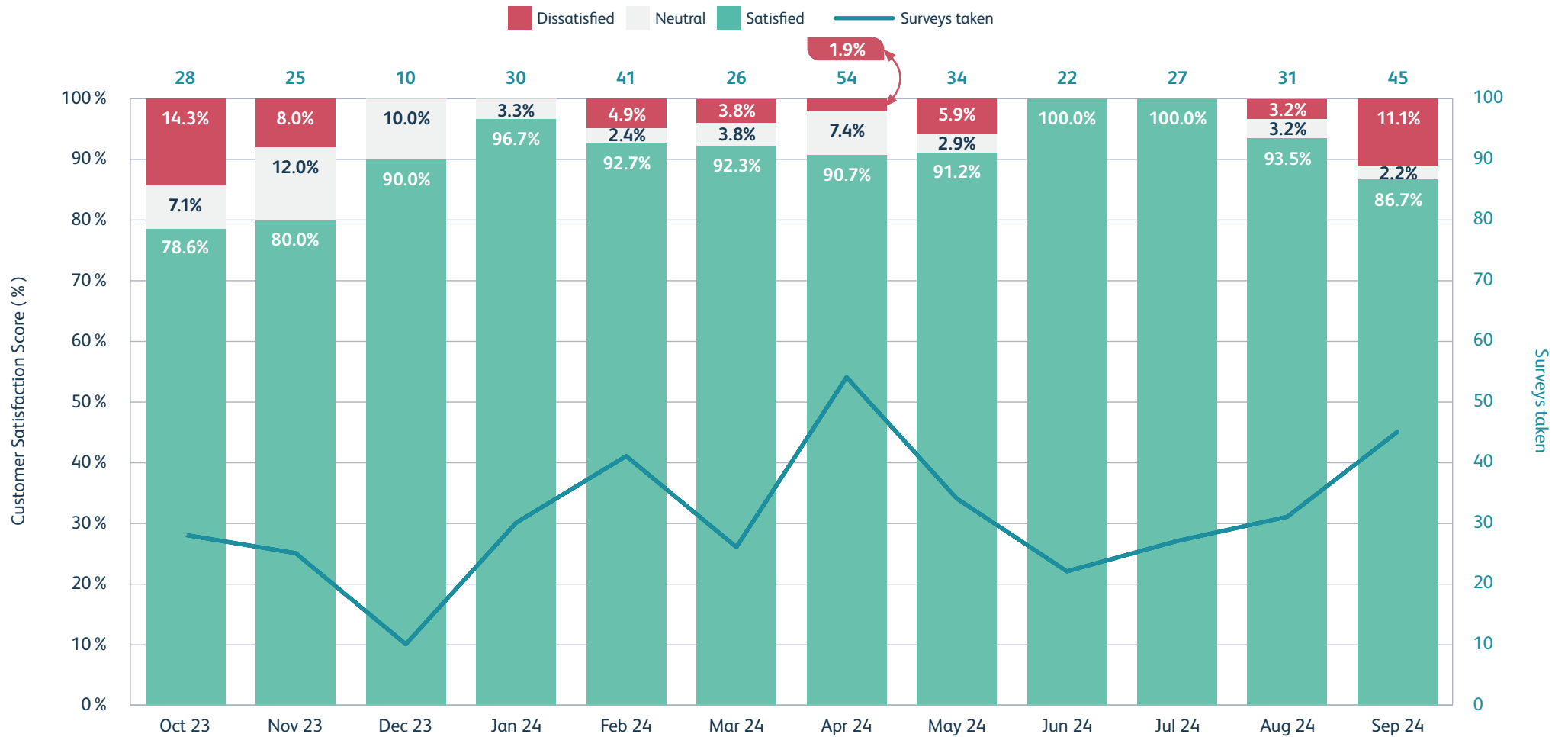
# CUSTOMER SATISFACTION SCORES

**Please note:**

The graph measures monthly member satisfaction with the Contact Centre adviser (“In connection with the adviser you have just spoken to, how satisfied are you with the service they provided?”).

## CONTACT CENTRE CALLS SATISFACTION - AGENT CLIENT SPECIFIC

Agent specific member satisfaction for the quarter was **92.2%**



# CUSTOMER SATISFACTION SCORES

## Please note:

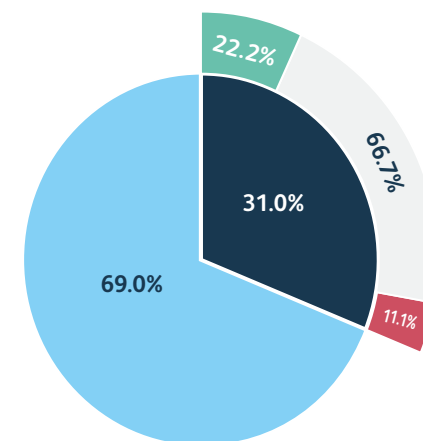
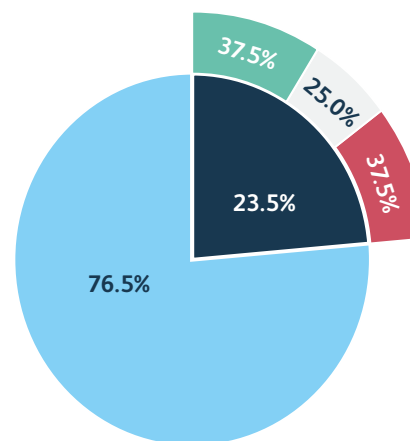
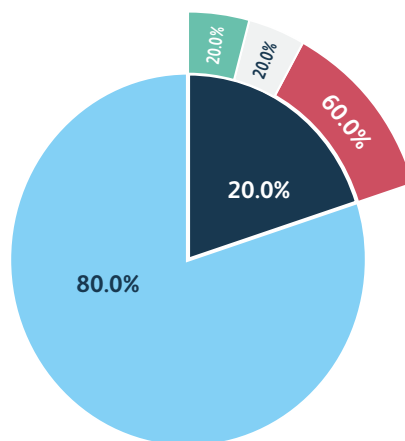
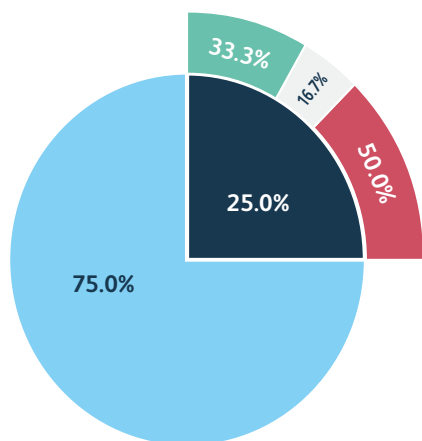
Graphs show a breakdown of quarterly retirement surveys:

- Retirements processed / completed (members can have multiple process counts).
- Surveys issued (does not equal retirement processes as not all members provide an email address; members with multiple retirement processes only receive one survey email; ill health retirements do not receive a survey email; there is a planned delay in issuing surveys to allow for initial payments to be paid). We extended this period in Q4, which explains the drop in the number of email surveys issued.
- The satisfaction scores highlighted in green and red compare the satisfied / dissatisfied responses received, as a % of total responses (the true measure of member satisfaction).\*



## RETIREMENTS - ACTIVE

### CLIENT SPECIFIC



	Q3 23/24		Q4 23/24		Q1 24/25		Q2 24/25	
<b>Retirements processed, completed</b>	33		33		45		31	
<b>Surveys issued and as a % of retirements</b>	24	72.7%	25	75.8%	34	75.6%	29	93.5%
Satisfied responses (as a % of surveys issued)	2	8.3%	1	4.0%	3	8.8%	2	6.9%
Dissatisfied response (as a % of surveys issued)	3	12.5%	3	12.0%	3	8.8%	1	3.4%
<b>Non responses and as a % of surveys issued</b>	18	75.0%	20	80.0%	26	76.5%	20	69.0%
<b>Responses and as a % of surveys issued</b>	6	25.0%	5	20.0%	8	23.5%	9	31.0%
<b>Satisfied responses and as a % of responses</b>	2	33.3%	1	20.0%	3	37.5%	2	22.2%
<b>Neutral responses and as a % of responses</b>	1	16.7%	1	20.0%	2	25.0%	6	66.7%
<b>Dissatisfied responses and as a % of responses</b>	3	50.0%	3	60.0%	3	37.5%	1	11.1%

\*More information on data / results are included in the Definitions page earlier in this report.

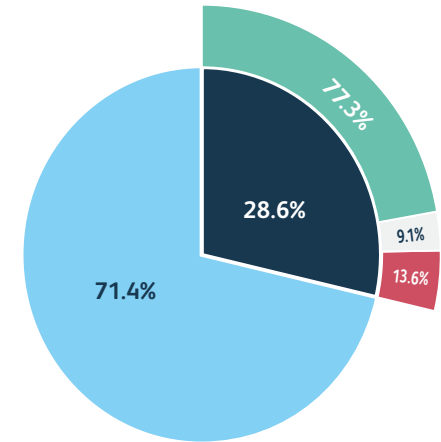
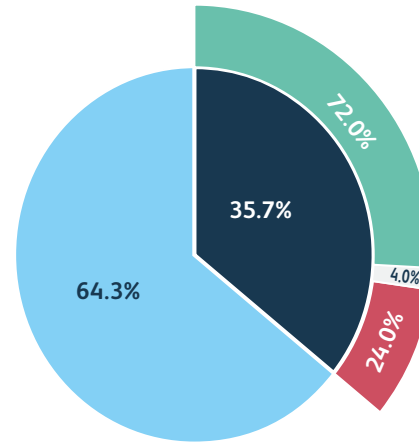
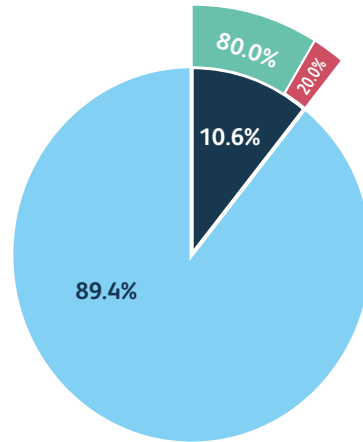
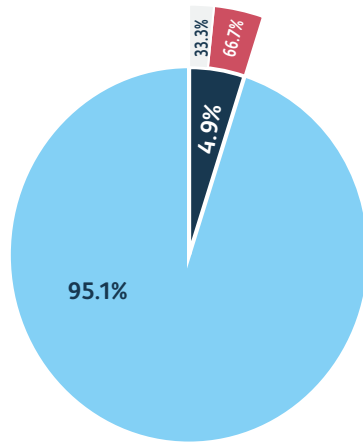
# CUSTOMER SATISFACTION SCORES



## RETIREMENTS - DEFERRED

CLIENT SPECIFIC

- Satisfied
- Neutral
- Dissatisfied
- Responses
- Non responses



	Q3 23/24		Q4 23/24		Q1 24/25		Q2 24/25	
<b>Retirements</b> processed, completed	102		99		112		91	
<b>Surveys issued</b> and as a % of retirements	61	59.8%	47	47.5%	70	62.5%	77	84.6%
Satisfied Responses (as a % of surveys issued)	0	0.0%	4	8.5%	18	25.7%	17	22.1%
Dissatisfied Response (as a % of surveys issued)	2	3.3%	1	2.1%	6	8.6%	3	3.9%
<b>Non responses</b> and as a % of surveys issued	58	95.1%	42	89.4%	45	64.3%	55	71.4%
<b>Responses</b> and as a % of surveys issued	3	4.9%	5	10.6%	25	35.7%	22	28.6%
<b>Satisfied responses</b> and as a % of responses	0	0.0%	4	80.0%	18	72.0%	17	77.3%
<b>Neutral responses</b> and as a % of responses	1	33.3%	0	0.0%	1	4.0%	2	9.1%
<b>Dissatisfied Responses</b> and as a % of responses	2	66.7%	1	20.0%	6	24.0%	3	13.6%



# Member Online Portal

## In this section...

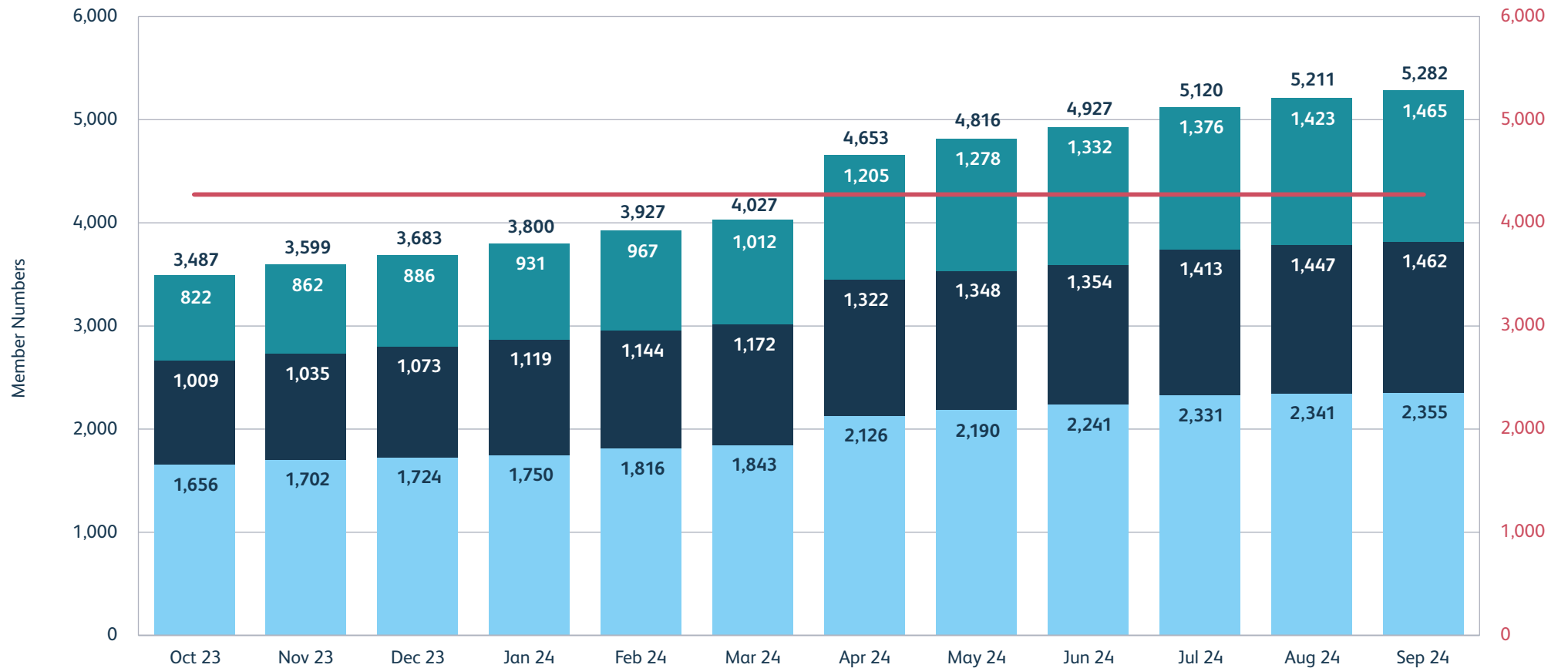
- Total members registered

▾ TOTAL MEMBERS REGISTERED

CLIENT SPECIFIC

Active Deferred Pensioner

— 4,271 (previous My Pension Online registrations as of October 2022)



# Employer Engagement & Member Communication Activity

## In this section...

- Delivered
- Scheduled
- Engagement communications (employers & members)

# EMPLOYER ENGAGEMENT & COMMUNICATION ACTIVITY

## DELIVERED

ALL LPPA

- Member training sessions were delivered, including Making Sense of Your (LGPS) Pension, and Making Sense of Your Retirement.
- Employer training sessions were successfully delivered including:
  - Monthly Returns (successfully submitting files and resolving data queries)
  - LGPS Scheme Essentials (including support with calculating final pay, CARE pay and assumed pensionable pay)
  - Scheme Leavers (support with submitting leaver details using the employer portal)
  - Employer Responsibilities (support with ongoing pension administration responsibilities)
  - Absence and Ill Health (support with managing different types of absence in the LGPS)
- The 2024 Active and Deferred online newsletter was issued to members which communicated how they can access their 2024 ABS.
- An employer email was issued to confirm how to update LPPA on role changes in the Monthly Return file.
- McCloud Remedy web pages were updated on the LPPA website to reflect national guidance.
- Pension Pulse, the LPPA employer newsletter, was issued in July and September, with the latter including features on:
  1. The LPPA Employer Forum
  2. Flexible Retirement
  3. Monthly Returns
  4. Employer Toolkit
  5. The Pensions Dashboard.

- The LPPA member letters project was ongoing, with key letters reviewed / updated (retirements, bereavements, early leavers and complaints). Retirement letters were reviewed by the Plain English Campaign and awarded their 'Crystal Mark' (seal of approval for the clarity of a document).
- LPPA were shortlisted in the LAPF Investment Awards (2024), as a finalist in the Pensions Administration Award, which celebrates achievements within the administration sector of the Local Government Pension Scheme.
- The LPPA online employer toolkit was updated to provide ABS communications for employers to use for internal communications.
- Annual Allowance and Pension Saving Statement communications were issued to eligible members.
- A redundancy page was added to the LPPA website, with links from the redundancy calculator on PensionPoint.

## SCHEDULED

ALL LPPA

- The letter review project is ongoing, with bereavement, aggregation and early leavers letters scheduled to be reviewed.
- Employer Portal enhancements are planned for testing and implementation, including the bulk management of worktray queries, and improvements to the user-experience.
- Further improvements will be made to the LPPA pensions website.

# Data Quality

## In this section...

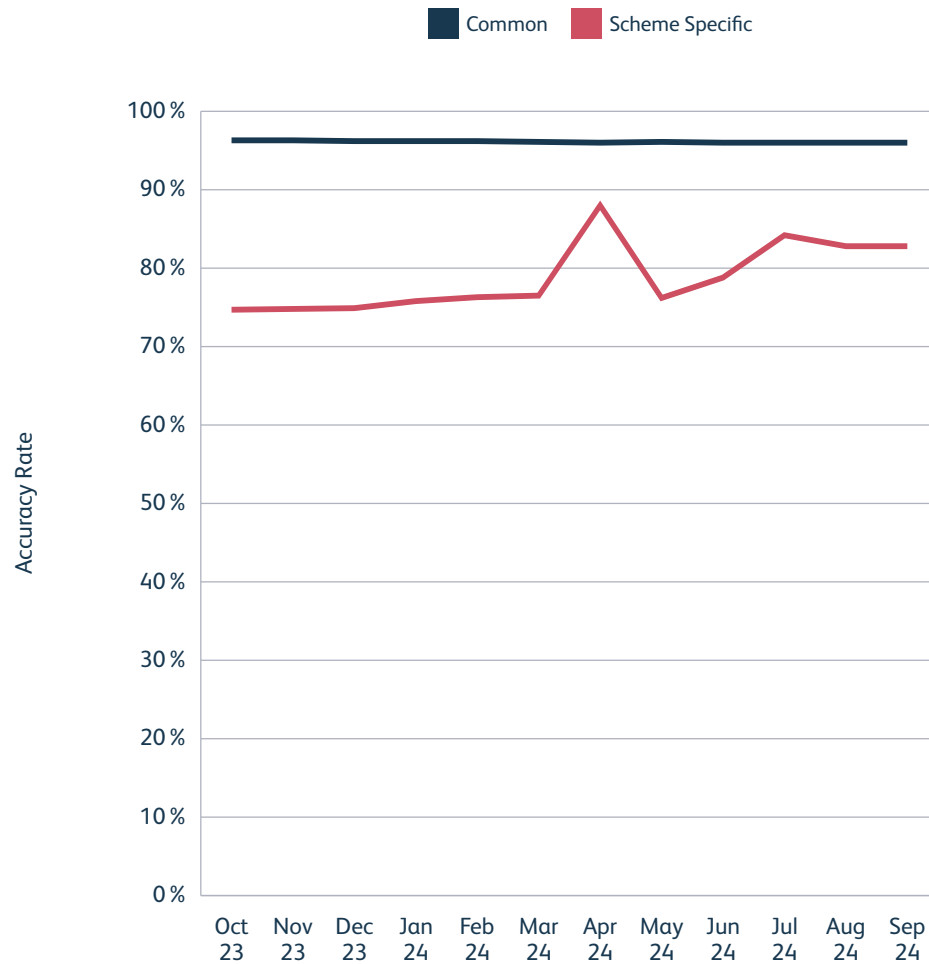
- TPR data scores
- Common data
- Scheme specific data



# DATA QUALITY

## TPR DATA SCORES

CLIENT SPECIFIC



	Common (Target 95%)	Scheme Specific (Target 90%)
Oct 23	96.3%	74.7%
Nov 23	96.3%	74.8%
Dec 23	96.2%	74.9%
Jan 24	96.2%	75.8%
Feb 24	96.2%	76.3%
Mar 24	96.1%	76.5%
Apr 24	96.0%	88.0%
May 24	96.1%	76.2%
Jun 24	96.0%	78.8%
Jul 24	96.0%	84.2%
Aug 24	96.0%	82.8%
Sep 24	96.0%	82.8%

# END OF QUARTER DATA QUALITY

(TPR SCORES)

## COMMON DATA

CLIENT SPECIFIC

Data Item	Active	Deferred	Pensioner / Dependant
Invalid or temporary NI number	2	79	30
Duplicate effective date in status history	2	27	16
Gender is not male or female	24	1	0
Duplicate entries in status history	19	52	30
Missing (or known false) date of birth	0	0	0
Date joined scheme is greater than first status entry	8	1	4
Missing surname	0	0	0
Incorrect gender for member's title	0	0	0
Invalid date of birth	8	0	0
No entry in the status history	1	0	0
Last entry in status history does not match current status	36	11	6
Member has no address	73	520	35
Missing forename(s)	0	6	1
Missing state retirement date	24	1	0
Missing postcode	73	560	55
Missing date joined pensionable service	0	0	0
<b>Total fails</b>	<b>270</b>	<b>1,258</b>	<b>177</b>
<b>Individual fails</b>	<b>150</b>	<b>689</b>	<b>118</b>
<b>Total members</b>	<b>6,452</b>	<b>10,158</b>	<b>7,528</b>
<b>Accuracy rate</b>	<b>97.7%</b>	<b>93.2%</b>	<b>98.4%</b>
<b>Total accuracy rate</b>			<b>96.0%</b>



## SCHEME SPECIFIC DATA

CLIENT SPECIFIC

Data Item	Fails
Divorce records	0
Transfer in	103
AVCs/additional contributions	19
Deferred benefits	8
Tranches (DB)	675
Gross pension (pensioners)	48
Tranches (pensioners)	644
Gross pension (dependants)	79
Tranches (dependants)	81
Date of leaving	235
Date joined scheme	241
Employer details	3
Salary	635
Crystallisation	152
CARE data	237
CARE revaluation	1
Annual allowance	831
LTA factors	163
Date contracted out	5
Pre-88 GMP	688
Post-88 GMP	575
<b>Total fails</b>	<b>5,423</b>
<b>Individual fails</b>	<b>4,141</b>
<b>Total members</b>	<b>24,138</b>
<b>Accuracy rate</b>	<b>82.8%</b>

# LPP

Local Pensions Partnership  
Administration