

A collage of four photographs showing LPP staff members. Top left: A young man with a beard and mustache, smiling. Top right: A young man with curly hair and glasses, looking forward. Middle: A man with short brown hair, smiling. Bottom: A woman with glasses and a headset, smiling, with another person partially visible behind her.

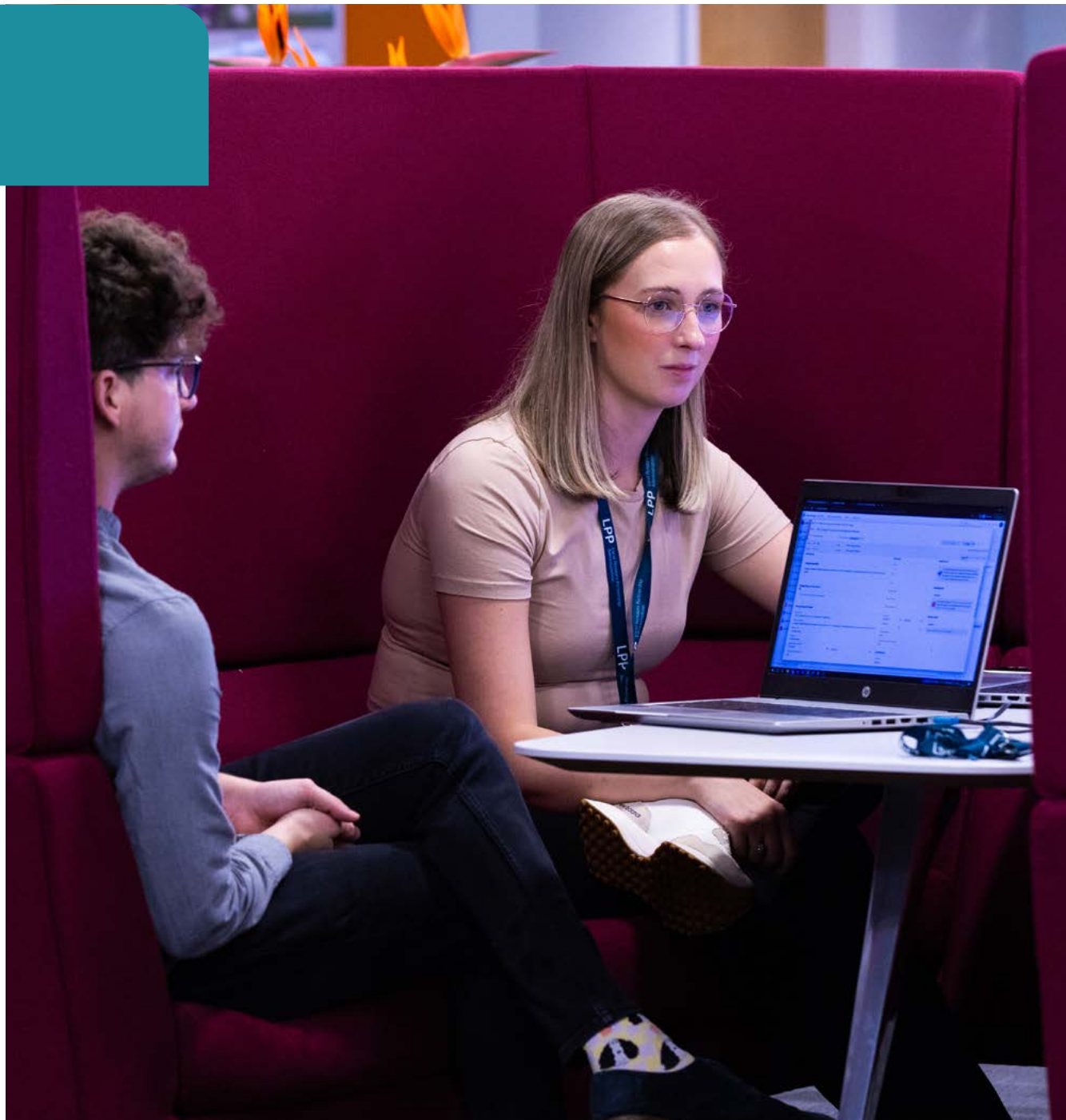
# Administration Report - Annual Appendix

**Brent Pension Fund**

1st April 2024 - 31st March 2025

# CONTENTS

Section	Page
Annual Summary	3
Casework Performance	4
Contact Centre Calls Performance	8
Employer Engagement & Member Communication Activity	10



## ANNUAL SUMMARY

LPPA has made considerable progress in ensuring that monthly casework performance is consistently delivered against the 95 % target, and in line with contractual obligations.

Helpdesk and Retirement satisfaction scores have been reported at client level to provide a more specific view of satisfaction scores for members. To improve the service provided to clients, employers and members, a key focus has been on delivering more functionality through the online self-service portals, and enabling more automation across the casework processes that are integral to our administration responsibilities. This will remain a priority as we move forwards into 2025-26, to ensure that the quality of casework continues to improve, and that this is reflected in both the member and employer experience.

Helpdesk performance has continued to trend in the right direction in 2024-25, with average call wait times below the non-contractual 4-minute target.

McCloud has been a significant project in the year and will continue to be a key focus in 2025-26, as LPPA follows the national guidelines and timescales relating to the implementation of the remedy.

All regulatory and statutory deadlines in the year were successfully met.

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



# Casework Performance

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

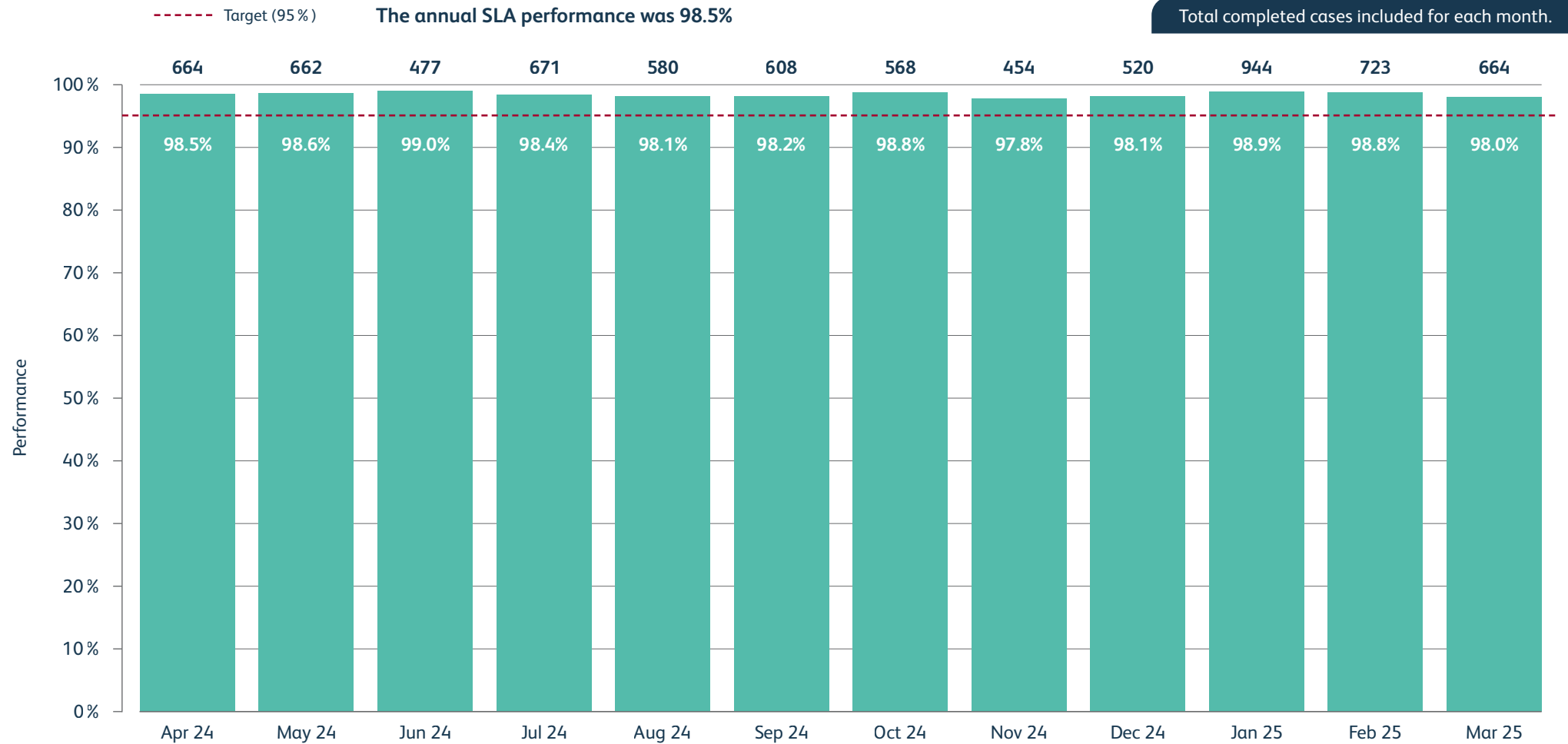
- Performance – all cases
- Performance standard
- Ongoing casework at the end of the reporting quarter

# CASEWORK PERFORMANCE



## PERFORMANCE – ALL CASES

CLIENT SPECIFIC



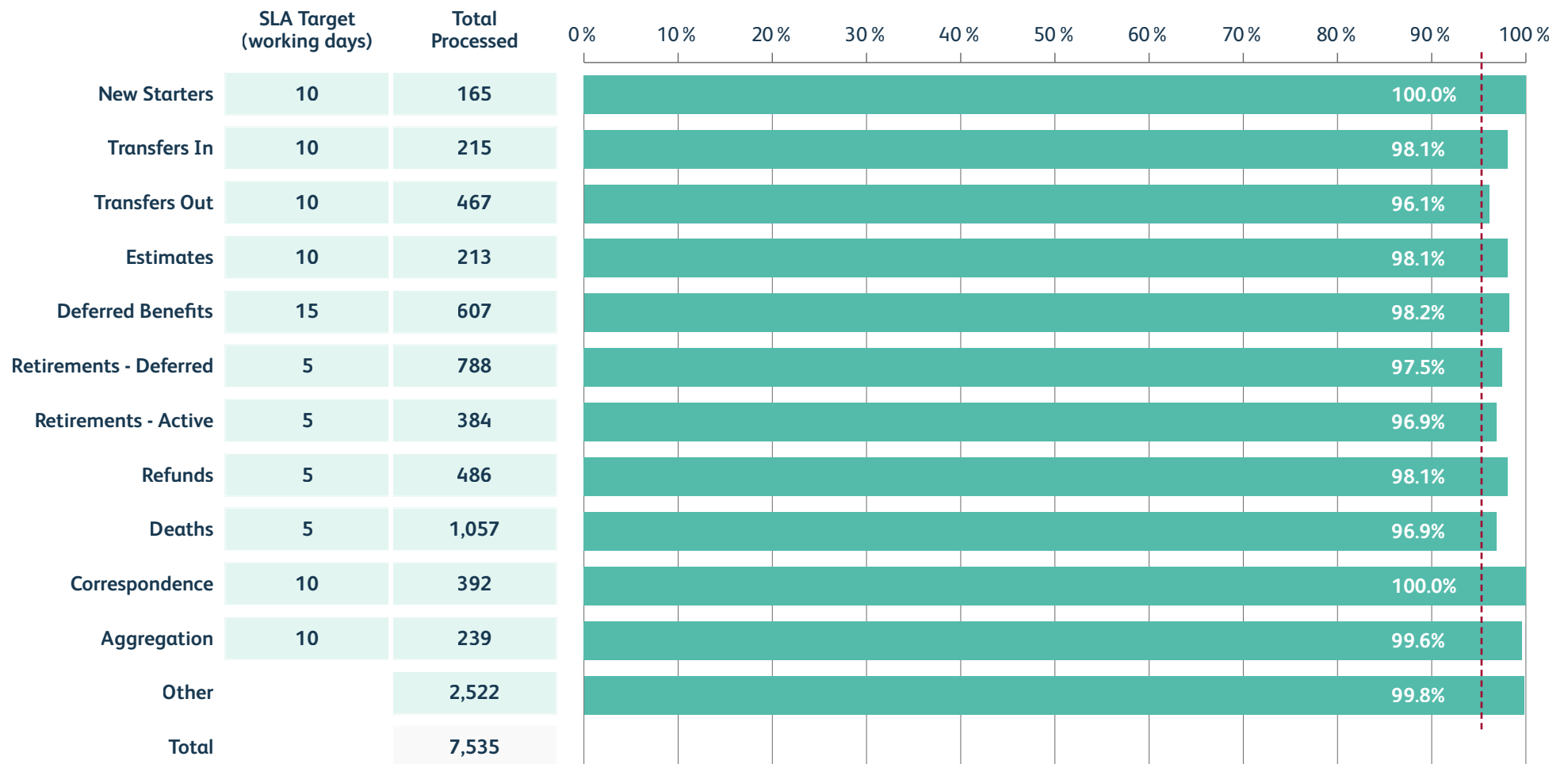
# CASEWORK PERFORMANCE



## 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 01/04/24	Received (Inbound)	Completed (Outbound)	Outstanding as of 31/03/25
New Starters	12	221	233	0
Transfers In	170	470	401	239
Transfers Out	221	684	623	282
Estimates	25	230	239	16
Deferred Benefits	252	1,117	1,058	311
Retirements - Deferred	243	904	1,000	147
Retirements - Active	87	578	548	117
Refunds	51	738	700	89
Deaths	426	1,386	1,303	509
Correspondence	107	770	773	104
Aggregation	125	464	397	192
Other	61	2,628	2,623	66
Total	1,780	10,190	9,898	2,072

# 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...**

- Calls answered



# CONTACT CENTRE CALLS PERFORMANCE

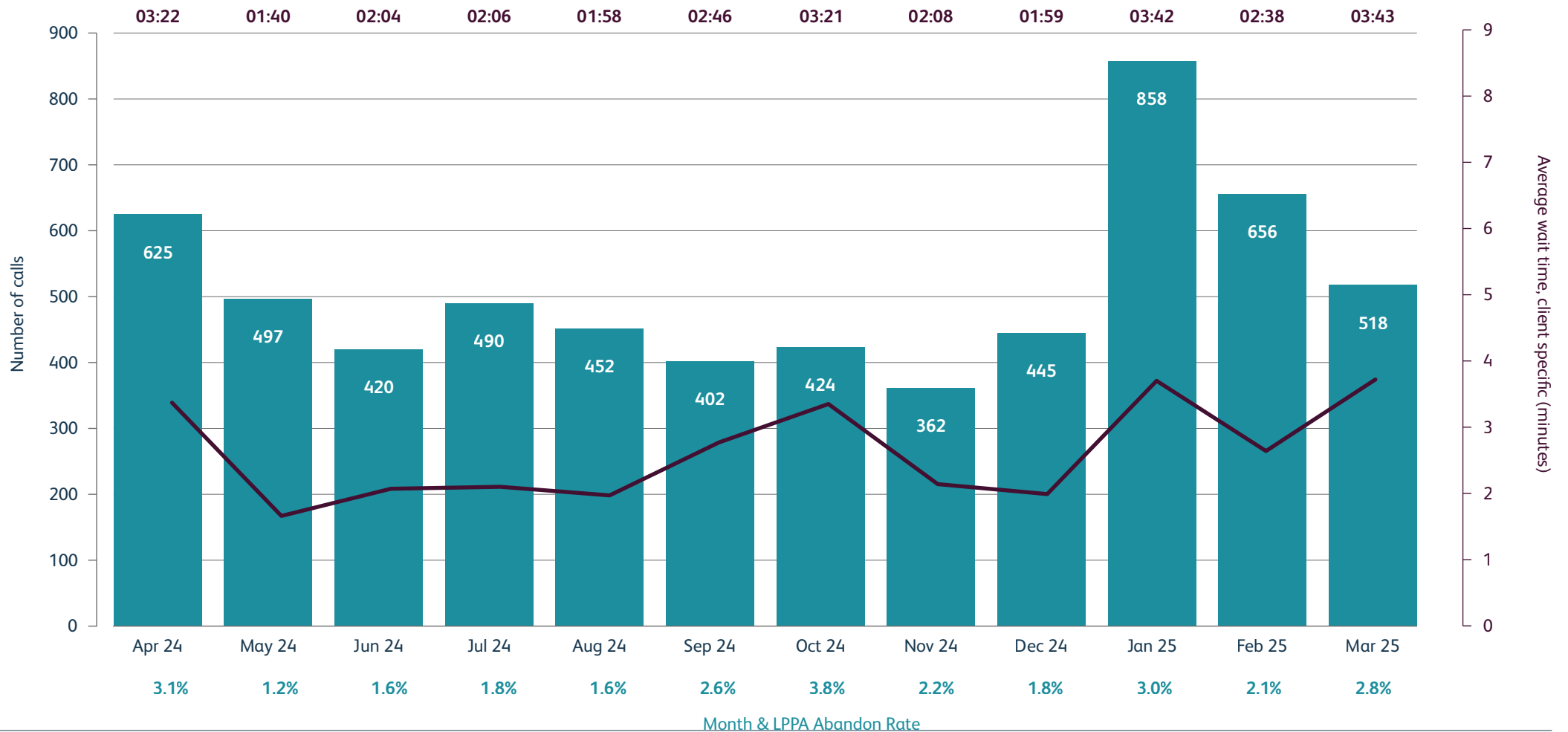


## CALLS ANSWERED

CLIENT SPECIFIC

— Average wait time (mm:ss)

Annual average wait time was 2 minutes 43 seconds



# Employer Engagement & Member Communication Activity

In this section...

- Delivered

# EMPLOYER ENGAGEMENT & COMMUNICATION ACTIVITY



## DELIVERED

ALL LPPA

- Member training sessions were delivered throughout 2024/25, including Making Sense of Your (LGPS) Pension - to support new joiners in understanding their LGPS pension - and Making Sense of Your Retirement - to prepare members in their plans for retirement.
- As part of LPPA's ongoing strategy to support employers and improve administration performance, training sessions were successfully delivered throughout the year. These online training sessions included:
  - Monthly Returns (successfully submitting files and resolving data queries)
  - LGPS Scheme Essentials (support with calculating final pay, CARE pay and assumed pensionable pay)
  - Employer Responsibilities (support with ongoing pension administration responsibilities)
  - Scheme Leavers (support with submitting leaver details using the employer portal, and reinforcing the importance of providing LPPA with a minimum of 30 days' notice, prior to the members retirement date)
  - Absence and Ill Health (support with managing distinct types of absence in the LGPS)
- In addition to our regular employer newsletter (Pension Pulse, distributed every two months), ongoing email communications were issued to all LGPS employers. These included:
  - "Help Us to Improve the Retirement Process for your Employees" – communicating the leaver process, and the impact that timeliness and accuracy of data submission can have on the member experience.
  - "Monthly Returns" – reminders on deadlines for submission, including details of the 2025 valuation, the importance of accurate and up-to-date data files, and the possible impact on employer contributions of non-submission.
- Statutory communications were issued on-time to members throughout the year including:
  - P60 notification communications to retired members in April/May.
  - The 2024 LPPA retiree's online newsletter was issued to members. This included updates on 2024 pension increases, 'understanding your P60' and pension pay dates (2024/25)
  - The 2024 active and deferred online newsletter to members, communicating how they can access their 2024 ABS through PensionPoint.
  - Annual Allowance and Pension Saving Statement communications were also issued to eligible members in Q2.
- The annual LPPA client forum took place in November, which was attended by representatives from all LG clients. This session was well received by clients, and included presentations on
  - The 2024 client survey, following interviews with clients undertaken in August and September.
  - The benefits of LPPA's participation in the annual CEM Benchmarking activity.
  - Customer satisfaction, and how this is measured throughout the year, including how the data is used to inform improvements to both LPPA's operational performance and the member experience.
  - The LPPA Efficiency and Service Improvement Programme (ESIP), and the drive towards leveraging the benefits of process and system automation.
  - The rise of Artificial Intelligence, and how LPPA is embedding the associated benefits into the business.

## EMPLOYER ENGAGEMENT & COMMUNICATION ACTIVITY



### DELIVERED – CONTINUED

ALL LPPA

- Ongoing updates and information which reflected national guidance around McCloud remedy, were made to the LPPA website for LGPS members through the year.
- The LPPA website was updated throughout 2024/25, with improved self-service information being made available to employers and members. This included the use of Ai generated videos which were used to translate detailed and technical pension information, into a format that was summarised and easier to understand for members. Most noticeable, following feedback from clients and employers, was the improvement made to the Retirement section of the LPPA website.
- Throughout the year, the LPPA member letters project was ongoing, with key letters reviewed, updated and improved (focusing on retirements, bereavements, early leavers and complaints communications). Retirement letters were reviewed by the Plain English Campaign and awarded their 'Crystal Mark' (their seal of approval for the clarity of a document). The aim of the project is to ensure that our letters are technically accurate, but also easy to understand and jargon free ... ultimately to improve the member experience.
- And finally, 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. Furthermore, LPPA are shortlisted finalists in two categories – Third-Party Administrator of the Year, and Pension Communication Strategy of Year – at the Professional Pensions (UK Pension 2025) awards in June 2025.



# LPP

Local Pensions Partnership  
Administration