 <b>Brent</b>	<b>Pension Board</b> 22 July 2025
	<b>Report from the Corporate Director, Finance and Resources</b>
<b>Pension Administration Update</b>	

<b>Wards Affected:</b>	All
<b>Key or Non-Key Decision:</b>	Not Applicable
<b>Open or Part/Fully Exempt:</b> <small>(If exempt, please highlight relevant paragraph of Part 1, Schedule 12A of 1972 Local Government Act)</small>	Open
<b>List of Appendices:</b>	Two: Appendix 1: Quarterly Administration Report – Q4 2024/25 Appendix 2: Administration Report – Annual Appendix
<b>Background Papers:</b>	Not applicable
<b>Contact Officer(s):</b> <small>(Name, Title, Contact Details)</small>	Minesh Patel, Corporate Director, Finance and Resources ( <a href="mailto:minesh.patel@brent.gov.uk">minesh.patel@brent.gov.uk</a> ) 020 8937 4043  Amanda Healy, Deputy Director of Finance ( <a href="mailto:amanda.healy@brent.gov.uk">amanda.healy@brent.gov.uk</a> ) 020 8937 5912  Sawan Shah, Head of Finance ( <a href="mailto:sawan.shah@brent.gov.uk">sawan.shah@brent.gov.uk</a> ) 020 8937 1955  John Smith, Pensions Manager ( <a href="mailto:john.smith@brent.gov.uk">john.smith@brent.gov.uk</a> ) 020 8937 1985

## 1.0 Executive Summary

- 1.1 This report updates the Pension Board on pensions administration performance and related matters as part of its remit to oversee the administration of the Brent Pension Fund.

## 2.0 Recommendation(s)

2.1 The board is asked to note the report.

### **3.0 Detail**

3.1 This report reviews the performance of Local Pensions Partnership Administration (LPPA) against agreed Service Level Agreements (SLA's) during the period 1 January 2025 to 31 March 2025.

### **3.2 Contribution to Borough Plan Priorities & Strategic Context**

3.2.1 The work of the Pension Fund is critical in ensuring that it undertakes statutory functions on behalf of the Local Government Pension Scheme and complying with legislation and best practice. Efficient and effective performance and service delivery of the Pension Fund underpins all Borough Plan priorities.

### **3.3 Background**

3.3.1 It is important to note that LPPA migrated both its pension administration and workflow systems to UPM.

3.3.2 With the passage of time the LPPA has adjusted to its new system, and it is now business as usual.

3.3.3 The figures reported have improved marginally but it must be caveated by the observation that the LPPA only reports on the cases it is able to complete, not the volume of work it receives.

3.3.4 Brent is working closely with the LPPA to enhance service delivery and the Pensions administration team hold monthly meetings with LPPA to monitor the performance of the contract.

3.3.5 Overall, the service has stabilised, but there are still areas that need attention. A summary of Q4 2024-25 performance is provided below, full details are set out in Appendix 1. The annual summary for the 2024-25 year is attached in Appendix 2.

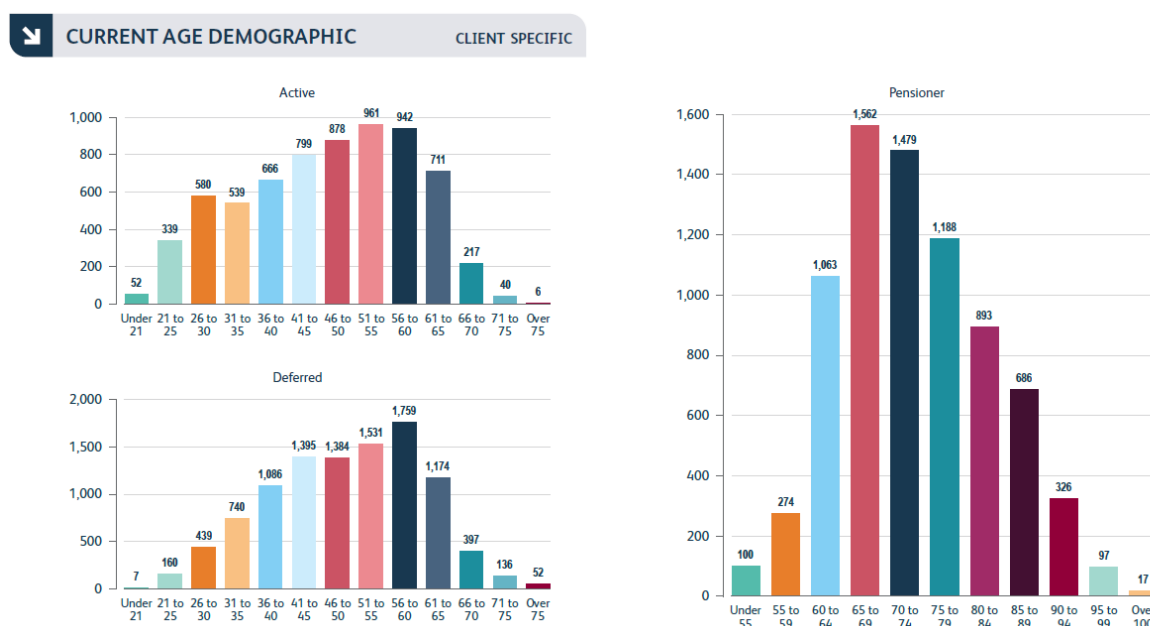
### **3.4 LPPA Quarter 4 2024/25 performance report**

3.4.1 Brent Pension Fund had 24,675 members on 31 March 2025 of which:

- 6,730 were active members,
- 10,260 were deferred members, and
- 7,685 were pensioner and dependant members.

3.4.2 Figure 1 shows the current age demographic of the Brent Pension Fund members. This is broken down between active, deferred and pensioner members.

Figure 1:



3.4.3 This shows that 56% of the working age active members are over 45, which suggests that Brent is a maturing fund.

3.4.4 Although 35-60 is the cohort with the highest number of deferred beneficiaries, 49% of all cases are over 50, which supports the maturing fund narrative.

3.4.5 For pensioner and dependant members, 53% fall into the 60-75 banding before gently declining with age.

### Key statistics

3.4.6 The average percentage of cases processed on time during the quarter was reported as 98.6%.

3.4.7 The Fund's perception is that the service has stabilised, and it notes that none of case types fell below SLA (95%). Figure 2 provides detail on the number of cases that have been processed grouped by category.

Figure 2:



3.4.8 The LPPA included a helpful Ongoing Case Work Performance table (Figure 3), which compares the number of cases completed to the number of cases received. This gives a better overview of performance because it records the whole of the casework, not just the completed cases.

Figure 3:

**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 triggered before the process has been completed.

	Brought forward at 01/01/25	Received (Inbound)	Completed (Outbound)	Outstanding as of 31/03/25
New Starters	2	19	21	0
Transfers In	192	162	115	239
Transfers Out	239	200	157	282
Estimates	13	59	56	16
Deferred Benefits	315	306	310	311
Retirements - Deferred	151	196	200	147
Retirements - Active	82	211	176	117
Refunds	99	219	229	89
Deaths	499	382	372	509
Correspondence	135	194	225	104
Aggregation	100	159	67	192
Other	73	1,104	1,111	66
<b>Total</b>	<b>1,900</b>	<b>3,211</b>	<b>3,039</b>	<b>2,072</b>

3.4.9 This provides a useful comparison to the headline KPIs as we can divide the number of cases completed by the number of cases received to arrive at a percentage. The figures for completed non-critical processes were transfers-in

71%, transfers-out 79% and aggregations 42%. The critical retirement from active figure was 88%; however, in mitigation, Brent carried out a voluntary redundancy exercise in Q1 2025 and therefore the workload is higher than usual.

3.4.10 The Helpdesk call performance measures the average wait time and calls answered. During the quarter average wait time was 3 minutes 22 seconds, which was 52 seconds longer than the previous quarter and 69% of the calls received were answered within 4 minutes.

## Complaints

3.4.11 Since the last Pension Board, 10 new complaint cases have been received at a rate of just over 3 per month. The number of complaints received during the quarter is analysed by case type as shown in Figure 4 below. This is marginally worse than the previous quarter but overall, the numbers seem to be gradually falling.

Figure 4:

LPP

Local Pensions Partnership Administration

Brent Pension Fund

Quarterly Complaints Reporting

	Q4 2024/25							
	Carried forward from previous quarter	Complaints received (current period)	Complaints completed	Complaints closed / outcome (current quarter)				Carried forward
				Upheld	Not upheld	Partially upheld	Withdrawn	
Delays	4	4	5	5	0	0	0	3
General Service	3	6	7	5	2	0	0	2
Payroll	0	0	0	0	0	0	0	0
Regulatory	0	0	0	0	0	0	0	0
Totals	7	10	12	10	2	0	0	5
				Upheld Complaint is justified and errors/omissions occurred.	Not Upheld Complaint is not justified and no errors/omissions occurred.	Partially Upheld Part of the complaint is justified and part is not.	Withdrawn Member has withdrawn their complaint.	

## 3.5 McCloud

3.5.1 This information has been taken from May's monthly report and officers discussions with LPPA at regular meetings.

3.5.2 The project is currently flagged amber and the LPPA's focus is on re-running eligibility flags, preparing retrospective cases and testing the underpin in anticipation of the ABS deadline of 31 August 2025.

- 3.5.3 The LPPA has not confirmed that UPM's McCloud underpin routines will be fully functional in time for the 31 August 2025 deadline, and Brent may have to inform the Pensions Regulator and its members that it will exercise its discretion to delay the implementation for annual benefit statements (ABS) until 31 August 2026.
- 3.5.4 The LPPA Project Team is providing regular updates, measuring progress and monitoring the delivery of the remaining UPM functionality.
- 3.5.5 The LPPA is undertaking data cleanse projects to maximise the number of cases that will pass the validation checks. The acid test will be UPM's ability to bulk process retrospective cases.
- 3.5.6 The route to green depends on Civica agreeing to a timetable for implementing the outstanding tranches of software and adhering to the consequent timescales.

### **3.6 Pensions Dashboard**

- 3.6.1 Public sector schemes must connect to the Pensions Dashboard by 31 October 2025. The project is in flight and LPPA have a full-time project manager in place.
- 3.6.2 It is important to note that this is only a deadline for connection to the ecosystem and the Dashboard will go live for members later.
- 3.6.3 Civica (UPM) are the LPPA's integrated service provider (ISP) for the Dashboard ecosystem. The LPPA are regularly assessing the readiness for the system to go live for members.

### **3.7 The Valuation**

- 3.7.1 The LPPA will submit the data to the actuaries a month later than planned and will now occur at the end of July 2025.
- 3.7.2 The project has been delayed by the LPA's decision to revert to the previous (pre-McCloud) format. Fortunately, Hymans Robertson has software that will enable them to work around this issue.
- 3.7.3 The LPPA is focusing on testing the "old" format valuation file.

### **3.8 Re-enrolment**

- 3.8.1 Brent re-enrolled all its staff and all the staff of the maintained schools into a relevant pension scheme on 1 November 2024.
- 3.8.2 Overall, 4,149 of 4,755 employees are active members of a public sector pension scheme. Although 606 employees are not active members, 340 of them are not eligible to be re-enrolled.
- 3.8.3 182 employees were re-enrolled in the LGPS, 83 into the Teachers' Pension Scheme and 1 into the National Health Service Pension Scheme.

- 3.8.4 Moving the re-enrolment date forward from February 2025 to November 2024 worked well.
- 3.8.5 Nonetheless, lessons were learned and in future exercises we will start our communications the preceding Easter holiday.
- 3.8.6 We will refine our standard letters and make it clear to schools and payroll providers at the outset that the next re-enrolment date will be 1 November 2027 and that date is not negotiable.
- 3.8.7 There is a lot of mobility at the schools and their payroll providers, and the email addresses of key actors and schools' generic email addresses change frequently, which makes re-enrolment very labour intensive.
- 3.8.8 As the Schools Finance Team monitors schools' budgets, we have decided to use their schedule of email addresses as our primary source given that maintained schools have a vested interest in keeping it up to date.

#### **4.0 Stakeholder and ward member consultation and engagement**

- 4.1 This is not applicable to this report.

#### **5.0 Financial Considerations**

- 5.1 There are no specific financial implications associated with this report.

#### **6.0 Legal Considerations**

- 6.1 There are no specific legal considerations arising from this report.

#### **7.0 Equality, Diversity & Inclusion (EDI) Considerations**

- 7.1 There are none directly arising from this report.

#### **8.0 Climate Change and Environmental Considerations**

- 8.1 There are none directly arising from this report.

#### **9.0 Human Resources/Property Considerations (if appropriate)**

- 9.1 There are none directly arising from this report.

#### **10.0 Communication Considerations**

- 10.1 None that are applicable to this report.

**Report sign off:**

***Minesh Patel***

Corporate Director, Finance and Resources