



**Pension Board**  
23 March 2026

**Report from the Corporate Director,  
Finance and Resources**

**Pension Administration Update**

<b>Wards Affected:</b>	All
<b>Key or Non-Key Decision:</b>	Not Applicable
<b>Open or Part/Fully Exempt:</b> (If exempt, please highlight relevant paragraph of Part 1, Schedule 12A of 1972 Local Government Act)	Open
<b>List of Appendices:</b>	One Appendix 1: Brent Pension Fund Q3 – Quarterly Administration Report
<b>Background Papers:</b>	Not applicable
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**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 Contribution to Borough Plan Priorities & Strategic Context**

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.

#### **3.2 Background**

3.2.1 The LPPA provides a suite of documents recording its administration performance statistics. This report reviews the performance of Local Pensions Partnership Administration (LPPA) against agreed Service Level Agreements (SLA's) during the period 1 October 2025 to 31 December 2025.

3.2.2 The figures reported have stabilised, but it must be remembered that the LPPA only reports on the cases it is able to complete, not the volume of work it receives.

3.2.3 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.

3.2.4 Overall, the service has stabilised, but there are still areas that need attention. A summary of Q3 2025-26 performance is provided below, full details are set out in Appendix 1.

#### **3.3 LPPA Quarter 3 2025/26 performance report**

3.3.1 Brent Pension Fund had 24,722 members on 31 December 2025 of which:

- 6,590 were active members,
- 10,343 were deferred members, and
- 7,789 were pensioner and dependant members.

##### **Key statistics**

3.3.2 The average percentage of cases processed on time during the quarter was reported as 98.9%.

3.3.3 The Fund's perception is that the service has stabilised, and it notes that none of case types fell below SLA (95%). However, the fund is aware of a body of overdue 1995 scheme retirements and delayed death grants that may not be included in these figures. Brent is working with the LPPA to address this anomaly. Figure 1 provides detail on the number of cases that have been processed grouped by category

3.3.4 Figure 1 below provides an overview of the LPPA's casework performance.

Figure 1:



3.3.5 The LPPA included a helpful Ongoing Case Work Performance table (Figure 2), 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 – including outstanding, not just the completed cases.

Figure 2:

	Brought forward at 01/10/25	Received (Inbound)	Completed (Outbound)	Work in Flight as of 31/12/25
New Starters	1	5	6	0
Transfers In	330	131	117	344
Transfers Out	341	215	228	328
Estimates	22	44	57	9
Deferred Benefits	287	200	251	236
Retirements - Deferred	116	167	178	105
Retirements - Active	120	173	190	103
Refunds	105	180	200	85
Deaths	396	250	273	373
Correspondence	98	161	188	71
Aggregation	124	137	151	110
Other	69	467	479	57
<b>Total</b>	<b>2,009</b>	<b>2,130</b>	<b>2,318</b>	<b>1,821</b>

3.3.6 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 improved incrementally across the board this quarter and all the entries were positive. However, Brent has identified significant delays in processing deaths and putting 1995 scheme deferred pension

benefits into payment and we are working with the LPPA to resolve these issues.

3.3.7 The Helpdesk call performance measures the average wait time and calls answered. During the quarter average wait time was just over 3 minutes (3 minutes 9 seconds), which means that 87.8% of calls were answered within 3 minutes and 94.2% within 6 minutes. This is a significant improvement on the previous quarter - but wait times do tend to fluctuate seasonally.

## Complaints

3.3.8 There have been 12 new complaint cases since the last Pension Board accruing at a rate of 4 per month. The number of complaints received during the quarter is analysed by case type as shown in Figure 3 below. This is a significant increase when compared to the previous quarter but, overall, the numbers are relatively small.

Figure 3:

	Q3 2025/26							
	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	0	0	0	0	0	0	0	0
General Service	2	12	10	10	3	0	0	4
Payroll	0	0	0	0	0	0	0	0
Regulatory	0	0	0	0	0	0	0	0
<b>Totals</b>	<b>2</b>	<b>12</b>	<b>10</b>	<b>10</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>4</b>
				<b>Upheld</b> Complaint is justified and errors/omissions occurred.	<b>Not Upheld</b> Complaint is not justified and no errors/omissions occurred.	<b>Partially Upheld</b> Part of the complaint is justified and part is not.	<b>Withdrawn</b> Member has withdrawn their complaint.	

## Data Quality

3.3.9 The Pension Regulator (TPR) acknowledges that complete, accurate scheme records are a vital part of the administrative function. The Regulator defines two types of data held in scheme records:

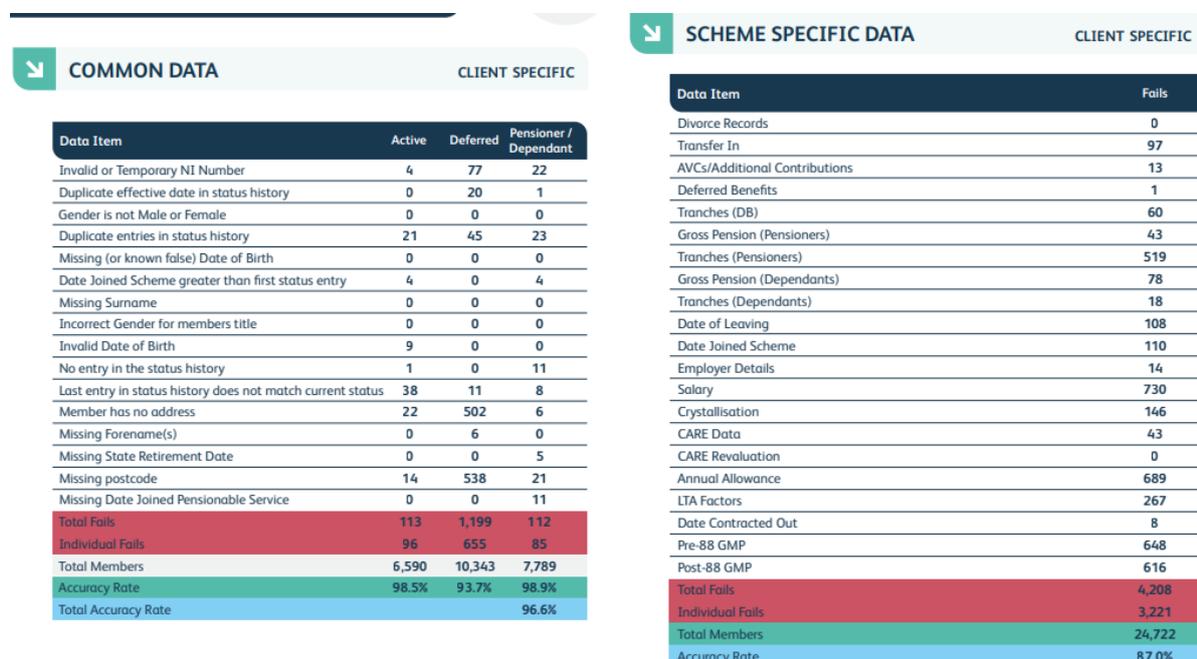
**Common Data** used to identify scheme members and would include names, addresses, national insurance number and date of birth.

**Conditional Data** essential to calculate benefit entitlements such as, member contributions, pensionable pay, service history.

3.3.10 Figure 4 below displays the TPR scores achieved regarding the accuracy of common and conditional data. In December 2025, Common data has a total

accuracy rate of 96.6% compared with 96.4% in September while conditional data has a total accuracy rate of 87.0% compared with 86.5% in September.

Figure 4:



## McCloud

3.3.11 McCloud is still flagged as amber and further validation is taking place. The LPPA is focusing on eligibility ahead of processing bulk calculations and payments. It is refining its processes and prioritising benefits in payment and transfers that have been paid. It reports sustained progress on remedy payments.

3.3.12 The LPPA is working on a path to green, and it is on track with its data project in preparation for 2025/26 annual benefit statements (ABS).

3.3.13 The LPPA reports that Civica is on track to deliver the remaining UPM functionality and testing is on schedule. It is developing business as usual processes and it is prioritising retrospective cases.

3.3.14 The LPPA's path to green entails;

- Implementing and progressing remedy payments.
- Keeping its plan to complete the assessment of retrospective cases on track.
- Delivering the remaining UPM functionality required and keeping testing on schedule.

- The latest data indicates that Brent Pension Fund is on track to include underpin data for all affected members in their 2025/26 Annual Benefit Statements.

### **Pensions Dashboard**

- 3.3.15 Public sector schemes must connect to the Pensions Dashboard by 31 October 2025. The project is in flight and Brent monitors progress at monthly meetings with the LPPA.
- 3.3.16 The LPPA successfully connected to the Pensions Dashboard in December 2025 and the project is flagged green.
- 3.3.17 Project planning for stage 2 is underway including a Dashboard Available Point (member go live). A dedicated Pensions Dashboard page is available on the LPPA website; <https://www.lppapensions.co.uk/pensions-dashboards/>

### **Employer forum**

- 3.3.18 Brent held an in person Employer's Forum on 18 November 2025 to communicate the results of the triennial valuation.
- 3.3.19 The event was very well attended and it was an opportunity for the Fund's officers and advisors to engage with its stakeholders. Presentations were received from:
- Officers covering developments since the last employers forum including financial and investment performance, and relevant information from pensions administration including discretions and employer outsourcing.
  - The Fund Actuary, Hymans Robertson, covering the 2025 valuation, the assumptions used, changes since the last valuation, employer level results and next steps.
  - LPPA covering an overview of the employer portal, leaver forms and the importance of data.
- 3.3.20 The Fund has performed well over the last three years, and the Fund's actuary was able to announce good results which, in turn, has resulted in significantly lower employer's contribution rates for the Fund's employing authorities.
- 3.3.21 The actuary confirmed that Brent's pension fund is 113% funded using an enhanced prudence rate of 80%. This means the fund can meet its liabilities in 80 scenarios out of 100.
- 3.3.22 The event was well received and the successful outcomes delivered ensured a positive meeting.

### **Employee pensions awareness courses**

3.3.23 The Fund offers bespoke in-house Pensions Training courses, pre-retirement courses are provided by our partners, Affinity Connect, and a range of courses are delivered by our Pension Administration provider, the Local Pensions Partnership.

3.3.24 The Fund offers Pension Training courses every few months that cover all the main topics affecting members' pensions. They are proving popular with the last two held in September 2025 and February 2026, attracting 82 and 56 attendees, respectively.

3.3.25 Affinity Connect offer pre-retirement courses and courses for high earners. Although we advertise them frequently, they are not gaining the same traction as pension training and the last course for high earners was cancelled due to lack of interest.

3.3.26 The LPPA offers a range of pensions and practical training, including Making Sense of Your Pension (to support new joiners in understanding their LGPS pension), and Making Sense of Your Retirement (to prepare members in their plans for retirement). Very positive feedback was recently received from one senior officer who attended a LPPA training session.

#### **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 Equity, Diversity & Inclusion (EDI) Considerations**

7.1 There are none directly arising from this report.

#### **1.0 Climate Change and Environmental Considerations**

1.1 There are none directly arising from this report.

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

8.1 There are none directly arising from this report.

#### **9.0 Communication Considerations**

9.1 None that are applicable to this report.

**Report sign off:**

***Minesh Patel***

Corporate Director, Finance and Resources