Brent	**Pension Board** 21 July 2026
	Report from the Corporate Director, Finance and Resources

Pension Administration Performance

Wards Affected:	All
Key or Non-Key Decision:	Not Applicable
Open or Part/Fully Exempt: (If exempt, please highlight relevant paragraph of Part 1, Schedule 12A of 1972 Local Government Act)	Open
List of Appendices:	Five Appendix 1 LPPA Quarterly Administration Review Appendix 2 LPPA Quarterly Data Review Appendix 3 LPPA Annual Review Appendix 4 LPPA Complaints Appendix 5 LPPA Complaints Board
Background Papers:	None
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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

3.1.1 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.

3.2 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 January 2026 to 31 March 2026.

3.2.2 When reviewing these statistics, the reader must remember that the LPPA does not report the volume of cases received but only the number of cases completed.

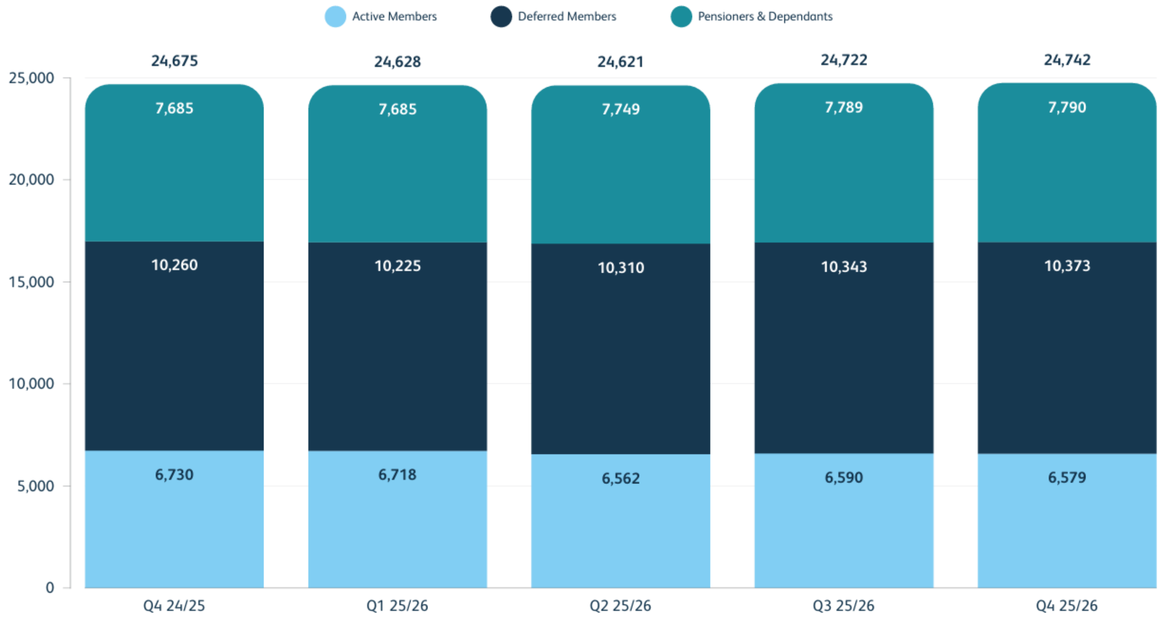
3.2.3 Brent is working closely with the LPPA to enhance service delivery, and the Pensions administration team hold monthly meetings with LPPA to monitor the performance of the contract.

3.2.4 The service has stabilised and it is generally business as usual, but there are still areas that need attention. A summary of Q4 2025-26 performance is provided below, full details are set out in Appendix 1. The annual summary for the 2025-26 year is attached in Appendix 5.

3.3 LPPA Quarter 4 2025/26 performance report

3.3.1 Brent Pension Fund had 24,742 members on 31 March 2026 of which:

- 6,579 were active members
- 10,373 were deferred members; and
- 7,790 were pensioner and dependant members



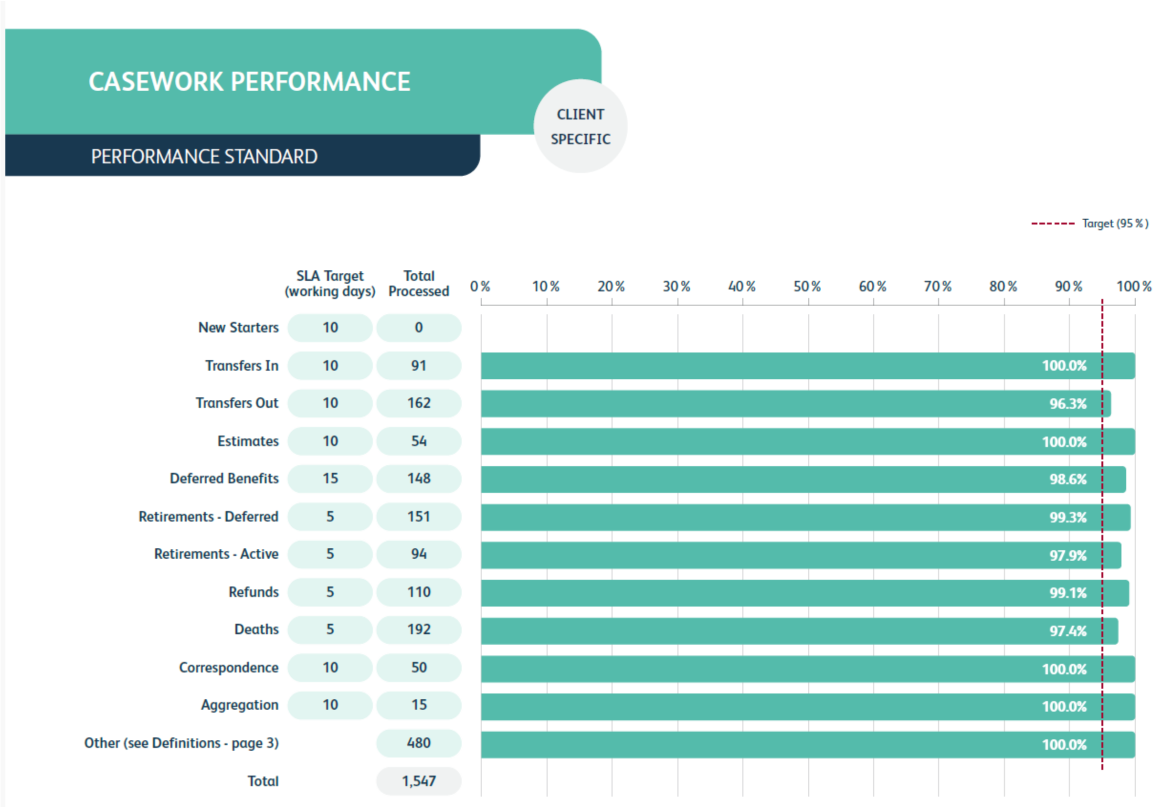
Key statistics

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 these anomalies.

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 shows the number of cases in progress. It gives a helpful overview of the volume of casework.

Figure 2:

CASEWORK PERFORMANCE

CLIENT SPECIFIC

ONGOING CASEWORK AT THE END OF THE REPORTING QUARTER

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 01/01/26	Received (Inbound)	Completed (Outbound)	Work in Flight as of 31/03/26
New Starters	3	1	4	0
Transfers In	344	151	149	346
Transfers Out	328	200	235	293
Estimates	9	61	60	10
Deferred Benefits	238	230	221	247
Retirements - Deferred	105	179	170	114
Retirements - Active	103	187	180	110
Refunds	85	164	160	89
Deaths	373	302	329	346
Correspondence	71	124	141	54
Aggregation	110	126	155	81
Other	57	495	495	57
Total	1,826	2,220	2,299	1,747

3.3.6 The figures generally improved incrementally this quarter and all the entries, apart from transfers-in, were positive. The Helpdesk call performance measures the average wait time and calls answered. During the quarter average wait time increased to 3 minutes 30 seconds, which means that 65.9% of calls were answered within 4 minutes, 73.4% within 6 minutes but, worryingly, 10.6% waited over 15 minutes. This is a notable decline compared to the previous quarter - but wait times do tend to fluctuate seasonally.

Complaints

3.3.7 There have been 8 new complaint cases since the last Pension Board and 8 have been determined albeit that 4 cases were carried forward from the previous quarter. The number and nature of the complaints received during the quarter is analysed by case type as shown in Figure 3 below and, overall, they are relatively low.

Figure 3:

LPP
Local Pensions Partnership
Administration

Brent Pension Fund

Quarterly Complaints Reporting

	Q4 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	3	4	5	5	0	0	0	2
General Service	1	3	3	1	2	0	0	1
No Value Recorded	0	1	0	0	0	0	0	1
Payroll	0	0	0	0	0	0	0	0
Regulatory	0	0	0	0	0	0	0	0
Totals	**4**	**8**	**8**	**6**	**2**	**0**	**0**	**4**
				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.	

Data Quality

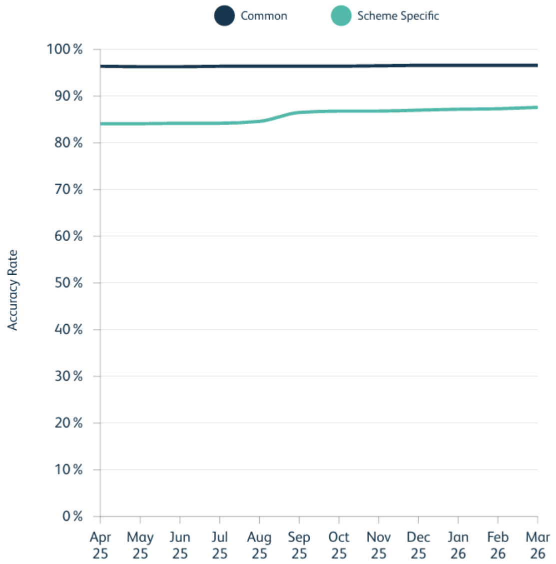
3.3.8 The Pension Regulator (TPR) acknowledges that complete, accurate scheme records are a vital part of the administrative function. The Regulator defines two types of data held in scheme records:

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.

3.3.9 Figure 4 below displays the TPR scores achieved regarding the accuracy of common and conditional data. In March 2026, Common data is stable at 96.6% and the conditional data has improved incrementally to 87.6%.

Figure 4:



	Common (Target 95 %)	Scheme Specific (Target 90 %)
Apr 25	96.4%	84.1%
May 25	96.3%	84.1%
Jun 25	96.3%	84.2%
Jul 25	96.4%	84.2%
Aug 25	96.4%	84.6%
Sep 25	96.4%	86.5%
Oct 25	96.4%	86.8%
Nov 25	96.5%	86.8%
Dec 25	96.6%	87.0%
Jan 26	96.6%	87.2%
Feb 26	96.6%	87.3%
Mar 26	96.6%	87.6%

Engagement and communication

3.3.10 The LPPA achieved Pension Administration Standards Association (PASA) on 1 April 2026.

3.3.11 In quarter 4 the LPPA delivered training in:

- Monthly Data Return Process
- Employers Guide to Scheme Leavers
- Employer responsibilities
- Absence and Ill-Health Retirement
- Understanding Pay Elements

3.3.12 The LPPA has scheduled the following projects for quarter 1 2026/27;

- Disclosure communications covering the Access and Fairness improvements
- McCloud eligibility, validation and payments are part of an ongoing exercise
- The annual retired members newsletter, including information about the Pensions Increase award will be communicated to members.

McCloud

3.3.13 The McCloud underpin is a remedy for age discrimination. A Judge launched a judicial review of pension protection for older members and argued that they should be applied to all members.

3.3.14 The LPPA is focused on ensuring that members who are eligible for the remedy receive an annual benefit statement (ABS) with an underpin by 31 August 2026.

3.3.15 The LPPA is completing a review of its retrospective cases that will enable remedy payments to be made.

Pensions Dashboard

3.3.16 The Pension Dashboard is a Government initiative to enable savers to view all the elements of their pensions in one place, albeit that there will be several dashboards.

3.3.17 The LPPA held a roundtable dashboard discussion with its clients on 7 July 2026.

3.3.18 It is continuing to assess it business readiness for the Dashboard Available Point (member go live).

3.3.19 Members from the LPPA Member Panel are invited to support the Money and Pensions Service (MaPS) testing of their Dashboard.

3.3.20 A dedicated Pensions Dashboard page is available on the LPPA website.

https://www.lppapensions.co.uk/pensions-dashboards/

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 Equaity, 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