LPP
Local Pensions Partnership
Administration

Quarterly Administration Report

Committed to excellence

Forward thinking

Doing the right thing

Working together

Brent Pension Fund

1 January 2026 - 31 March 2026

Brent

lppapensions.co.uk

CONTENTS

DEFINITIONS

Page 7
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 9
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 10
Casework Performance - Standard

The category of 'Other' on this page covers processes including, but not limited to:
APC/AVC Queries
Cessation of Additional Contribution
Change of Hours
Change of Personal Details
Under Three Month Opt-Out

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 11
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).

Page 18
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 20
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 22
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.

Page 25
Member Online Portal
The number of member records by status, that are registered for LPPA's member self-service portal, PensionPoint.

Page 26
Member Log Ins
The number of unique log ins and total log ins by period on PensionPoint, these are only successful log ins where the password and one-time-pin has been successfully entered.

Page 32
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.

EXECUTIVE SUMMARY

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

This performance report covers the reporting period of Q4 2025/26 (January – March 2026)

Casework SLA performance

Overall operational casework performance was 98.9% 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 3 minutes 30 seconds.

Satisfaction scores

The majority of those surveyed about their retirement experience do not respond. Of those that responded to the survey, customer satisfaction was 87.5% for Actives into retirement and 91.7% for Deferred into retirement. Lower numbers of survey responses can lead to high volatility in the satisfaction scores.

Contact Centre satisfaction includes both satisfaction with the individual call handler that the member spoke to, and overall satisfaction with LPPA. Satisfaction with the individual call handler is typically higher than overall satisfaction, with satisfaction rates for the quarter at 91.1% and 80.0% respectively.

Statutory deadlines

There were no regulatory and statutory deadlines due in the reporting period.

Cyber and information security

LPPA achieved re-certification for Cyber Essentials Plus and also passed our ISO 27001 re-certification audit. These accreditations show our commitment to cyber and information security and keeping members' data safe.

PASA Accreditation

In Q4 LPPA undertook the rigorous PASA accreditation (Pensions Administration Standards Association) assessment process and following this, we were delighted to be awarded the accreditation from the 1 April 2026.

Outlook

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

- Significant regulatory change including McCloud remedy, LGPS Access and Fairness and Access and Protection changes and Pensions Dashboard
- Efficiency and Service Improvement Programme (ESIP) of work
- Activity to continue to improve the member experience in key areas.

LPPA PROJECTS - UPDATE

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

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.

Good progress has been made on remedy for LGPS members and LPPA is well positioned compared to other public sector administrators in delivering McCloud remedy.

Project status remains amber due to data and systems functionality challenges.

Further validation has taken place on eligibility; the number of eligible members remains around 15% but we have now validated and confirmed that 67% of members across LPPA are definitely not McCloud eligible. The remaining 18% continue to be reviewed but are not expected to be eligible.

The team are focused on the work required to ensure remedy eligible members receive the underpin on their ABS later this year.

Work is also underway to ensure completion of retrospective cases and BAU processes.

Pensions Dashboard

The Pensions Dashboard will enable individuals to access their pensions information online, securely and all in one place. It is estimated that they will be able to access the Dashboard in late summer 2027.

Following successful connection to the Dashboard, the project continues to focus on business readiness, including consideration on the unknown demand into LPPA and how to manage this. One of the project aims is to drive member self-service as much as possible.

Efficiency and Service Improvement Programme

LPPA's Service Improvement Programme (ESIP) is designed to leverage the investment in UPM, delivering automation and improved self-service capability and member experience.

Message Centre

Rollout of the new Message Centre for members via Pension Point (secure member portal) was completed for all clients by the end of March 2026.

The solution makes enquiries more secure, efficient and transparent with improved work feed integration and reporting and ultimately provide an improved member experience.

Online Leaver Form

In December, we launched a new Online Leaver Form for employers. The form includes real-time validations and a simplified layout, helping employers submit more accurate information first time.

A review of the new leaver form completion shows that during employer submission, real-time validation identified 47% of the forms with errors or exceeded tolerances. Employers were required to correct the errors or provide comment on the tolerances before the form could be submitted. This real-time validation will ultimately reduce delays as these errors and exceeded tolerances would have otherwise generated queries that would have resulted in a back and forth with employers to resolve.

A review of elapsed time for issuing member quotes before and after the validations shows a clear improvement. Across all LPPA clients, both the number of times cases were pended and the overall processing time have reduced; 34% reduction on average times pended before quote issued and 45% reduction on elapsed time to issue quote to members.

Looking ahead

Planning is underway for other projects including Automated Active Retirement Process (AARP), employer monthly return real-time validations, and remaining bank account verification processes.

Fund Membership

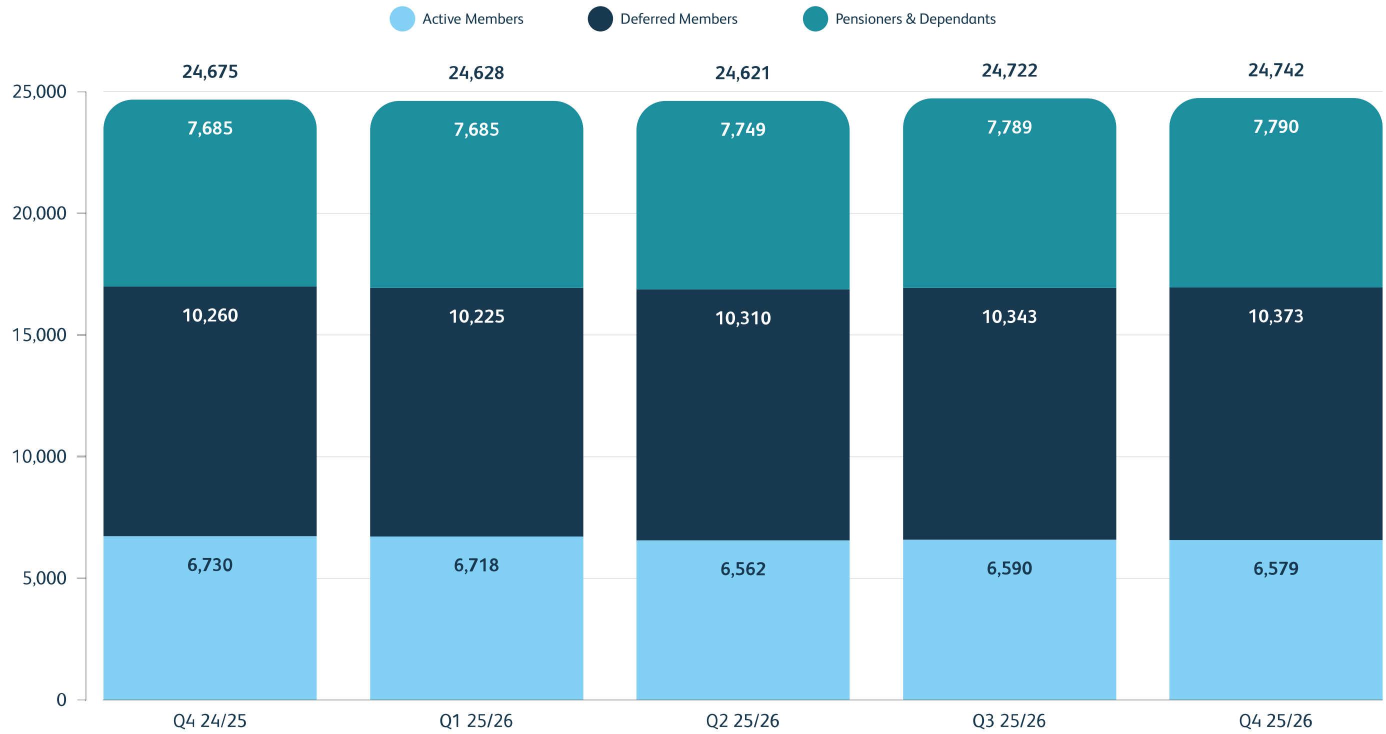
In this section…

- Total fund membership

TOTAL FUND MEMBERSHIP

CLIENT SPECIFIC

TOTAL FUND MEMBERSHIP



Casework Performance

In this section…

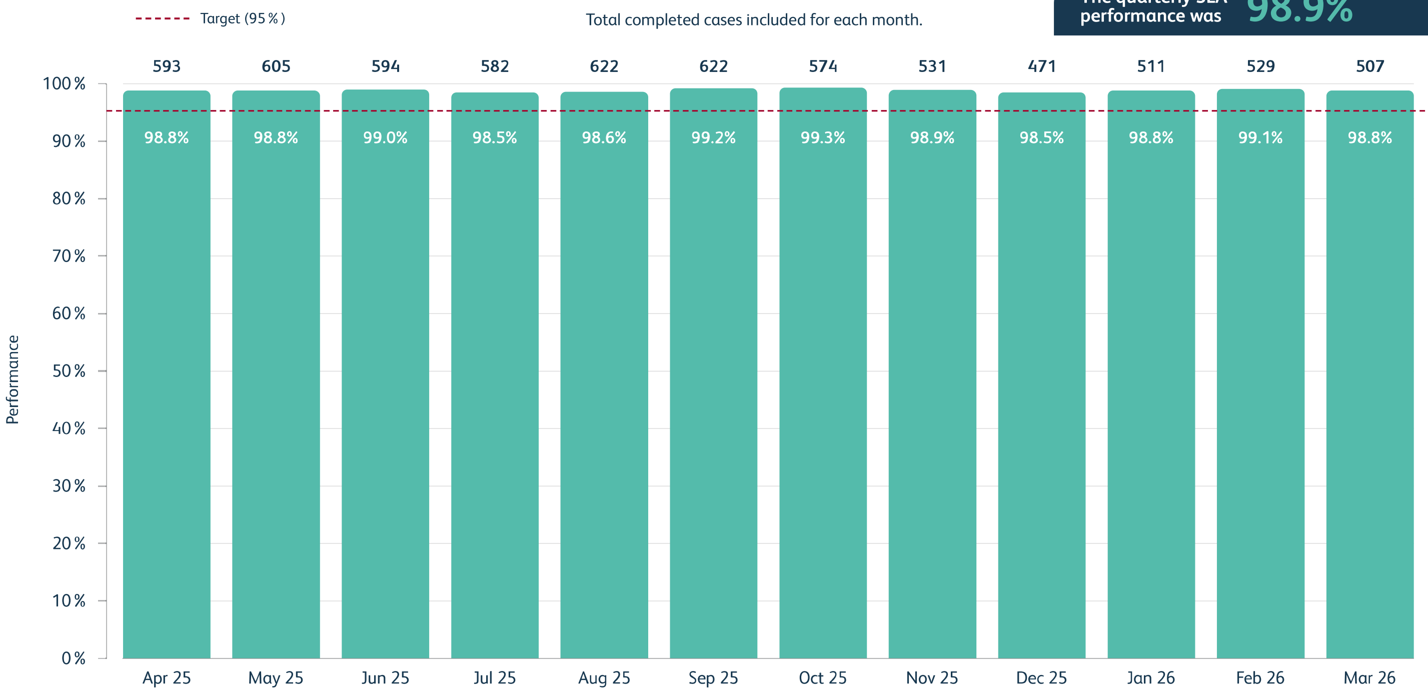
- Performance – all cases
- Performance standard
- Ongoing casework at the end of the reporting quarter

CASEWORK PERFORMANCE

CLIENT SPECIFIC

PERFORMANCE – ALL CASES

The quarterly SLA performance was **98.9%**



CASEWORK PERFORMANCE

PERFORMANCE STANDARD

CLIENT SPECIFIC

Target (95 %)

	SLA Target (working days)	Total Processed	
New Starters	10	0	
Transfers In	10	91	100.0%
Transfers Out	10	162	96.3%
Estimates	10	54	100.0%
Deferred Benefits	15	148	98.6%
Retirements - Deferred	5	151	99.3%
Retirements - Active	5	94	97.9%
Refunds	5	110	99.1%
Deaths	5	192	97.4%
Correspondence	10	50	100.0%
Aggregation	10	15	100.0%
Other (see Definitions - page 3)		480	100.0%
Total		1,547	

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

Active to Retirement Process - First Payment Within 30 Days

In this section…

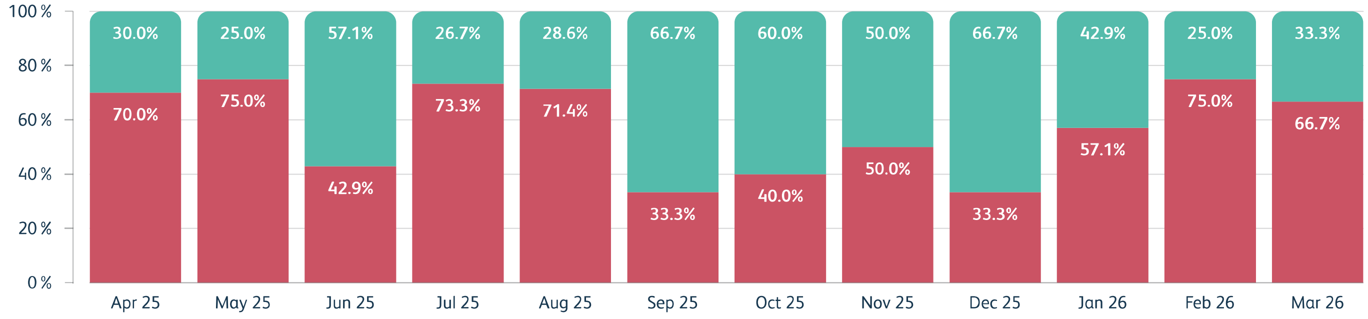
- Employer retirement notifications - notified on-time vs. late
- On-time notification - first payment
- Late notification - first payment

ACTIVE TO RETIREMENT

EMPLOYER RETIREMENT NOTIFICATIONS

CLIENT SPECIFIC

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).



	Apr 25	May 25	Jun 25	Jul 25	Aug 25	Sep 25	Oct 25	Nov 25	Dec 25	Jan 26	Feb 26	Mar 26
Retirement Notifications	10	12	7	15	7	9	5	2	3	7	4	9
Received On-Time (Number)	3	3	4	4	2	6	3	1	2	3	1	3
Received On-Time (%)	30.0 %	25.0 %	57.1 %	26.7 %	28.6 %	66.7 %	60.0 %	50.0 %	66.7 %	42.9 %	25.0 %	33.3 %
Received Late (Number)	7	9	3	11	5	3	2	1	1	4	3	6
Received Late (%)	70.0 %	75.0 %	42.9 %	73.3 %	71.4 %	33.3 %	40.0 %	50.0 %	33.3 %	57.1 %	75.0 %	66.7 %

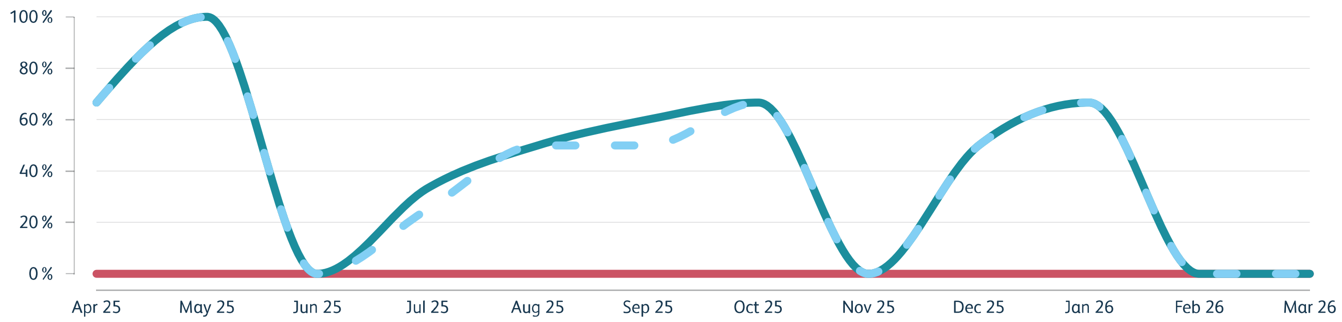
Data based on retirement notifications received from employers in the month.

ACTIVE TO RETIREMENT

ON-TIME NOTIFICATION - FIRST PAYMENTS

CLIENT SPECIFIC

Please note:
Alongside the timeliness of when LPPA are notified of a members intention to retire, there are also other areas impacting the timeliness of when payments are made. The accuracy of retirement information received (typically the calculation of pensionable and/or CARE pay) often result in subsequent queries being raised with an employer. There may also be delays with members returning their retirement forms.



	Apr 25	May 25	Jun 25	Jul 25	Aug 25	Sep 25	Oct 25	Nov 25	Dec 25	Jan 26	Feb 26	Mar 26
No. of payments made where member has an AVC	0	0	1	1	0	1	0	0	0	0	0	3
No. of payments made with **no** AVC	3	3	3	3	2	5	3	1	2	3	1	0
% of payments made within 30 days – with AVC	N/A	N/A	0.0 %	0.0 %	N/A	0.0 %	N/A	N/A	N/A	N/A	N/A	0.0 %
% of payments made within 30 days – **no** AVC	66.7 %	100.0 %	0.0 %	33.3 %	50.0 %	60.0 %	66.7 %	0.0 %	50.0 %	66.7 %	0.0 %	N/A
% of payments made within 30 days – combined	66.7 %	100.0 %	0.0 %	25.0 %	50.0 %	50.0 %	66.7 %	0.0 %	50.0 %	66.7 %	0.0 %	0.0 %

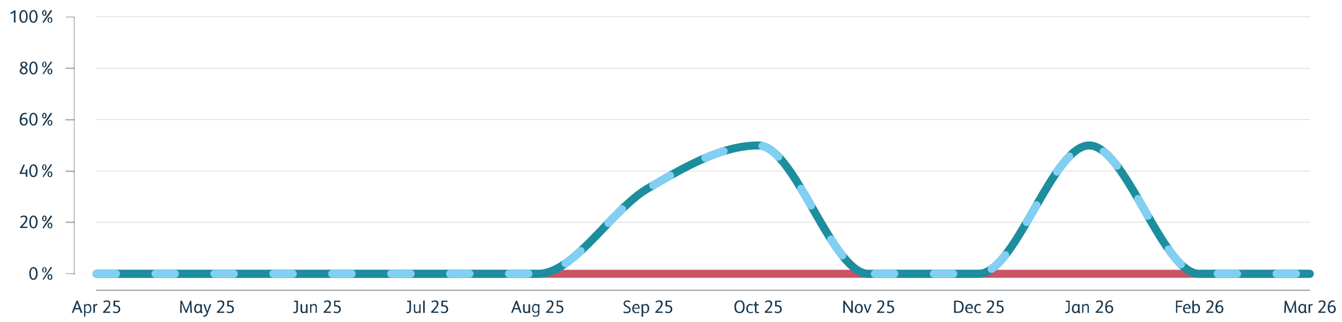
Data based on processes completed in the month.
Measurement is based on the earliest payment made, i.e. earliest of first pension payment or lump sum.

ACTIVE TO RETIREMENT

LATE NOTIFICATION - FIRST PAYMENTS

CLIENT SPECIFIC

Please note:
% of first payments made 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.



	Apr 25	May 25	Jun 25	Jul 25	Aug 25	Sep 25	Oct 25	Nov 25	Dec 25	Jan 26	Feb 26	Mar 26
No. of payments made where member has an AVC	1	0	0	0	0	0	0	0	0	0	0	0
No. of payments made with **no** AVC	6	9	3	11	5	3	2	1	1	4	3	6
% of payments made within 30 days – with AVC	0.0 %	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
% of payments made within 30 days – **no** AVC	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	33.3 %	50.0 %	0.0 %	0.0 %	50.0 %	0.0 %	0.0 %
% of payments made within 30 days – combined	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	33.3 %	50.0 %	0.0 %	0.0 %	50.0 %	0.0 %	0.0 %

Data based on processes completed in the month.
Measurement is based on the earliest payment made, i.e. earliest of first pension payment or lump sum.

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…

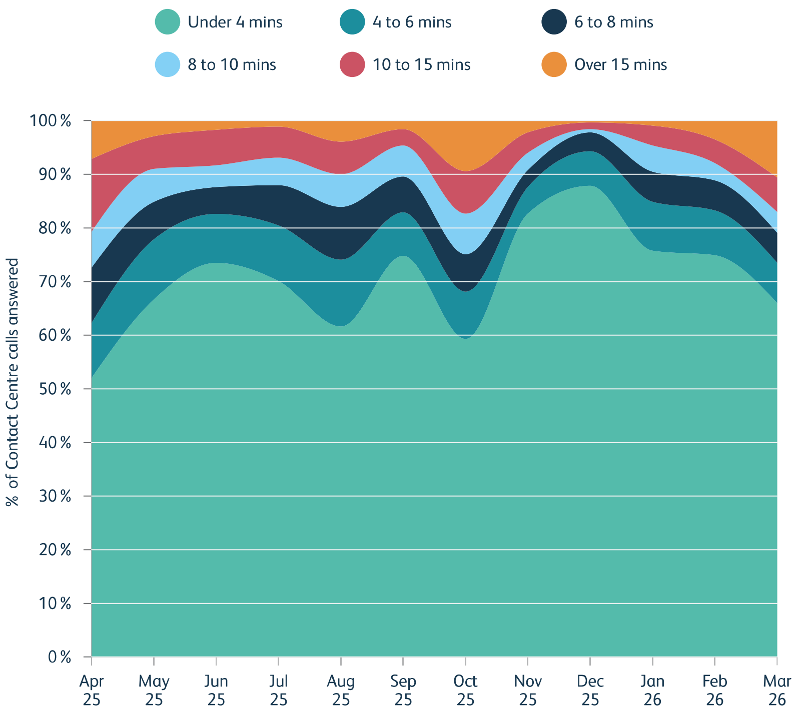
- Wait time range
- Calls answered

CONTACT CENTRE CALLS PERFORMANCE

CLIENT SPECIFIC

WAIT TIME RANGE

	Under 4 mins	4 to 6 mins	6 to 8 mins	8 to 10 mins	10 to 15 mins	Over 15 mins
Apr 25	52.0%	10.3%	10.3%	6.7%	13.6%	7.1%
May 25	66.7%	11.2%	7.0%	6.1%	6.1%	2.9%
Jun 25	73.5%	9.1%	5.0%	4.1%	6.6%	1.7%
Jul 25	70.1%	10.4%	7.5%	5.1%	5.8%	1.1%
Aug 25	61.6%	12.5%	9.8%	6.1%	6.1%	3.9%
Sep 25	74.8%	8.1%	6.7%	5.8%	3.0%	1.6%
Oct 25	59.3%	8.8%	7.0%	7.6%	7.9%	9.4%
Nov 25	82.7%	4.9%	3.2%	3.2%	3.8%	2.2%
Dec 25	87.8%	6.4%	3.5%	0.6%	1.3%	0.3%
Jan 26	75.6%	9.1%	5.6%	4.9%	3.7%	0.9%
Feb 26	74.9%	8.4%	5.6%	3.2%	4.4%	3.5%
Mar 26	65.9%	7.5%	5.6%	3.9%	6.4%	10.6%



CONTACT CENTRE CALLS PERFORMANCE

CLIENT SPECIFIC

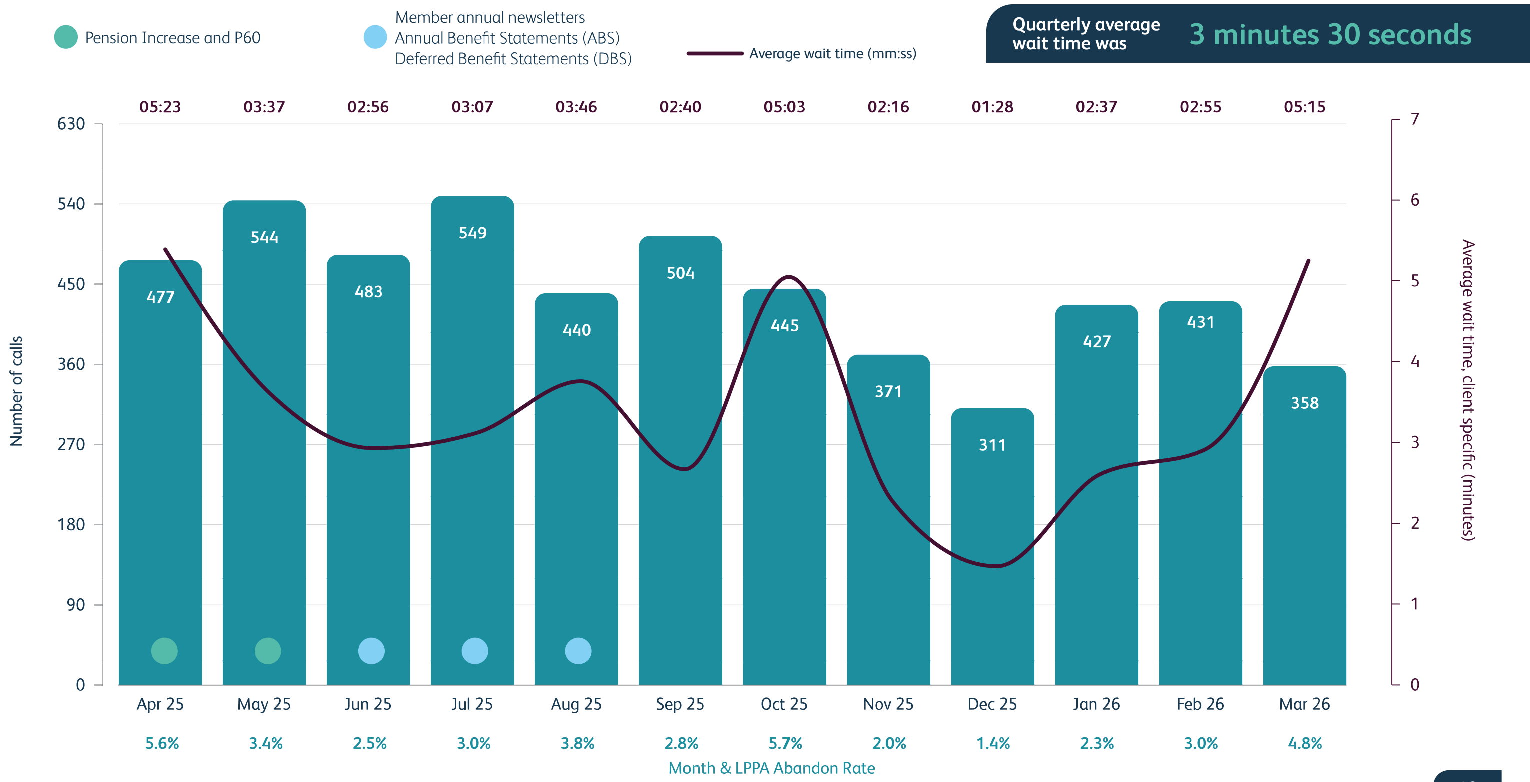
CALLS ANSWERED

Please note:

The graph highlights seasonal activities which deliver higher volumes of in-bound enquiries from members into the Contact Centre. The chart has been marked up with key annual activities for reference.

During March, average Contact Centre wait times were impacted by higher levels of call demand during peak periods, particularly Monday mornings and Friday afternoons. While overall call volumes for the month were broadly in line with expectations, sustained pressure at these peak times increased the overall average wait time.

Quarterly average wait time was **3 minutes 30 seconds**



Customer Satisfaction Scores

In this section…

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

CUSTOMER SATISFACTION SCORES

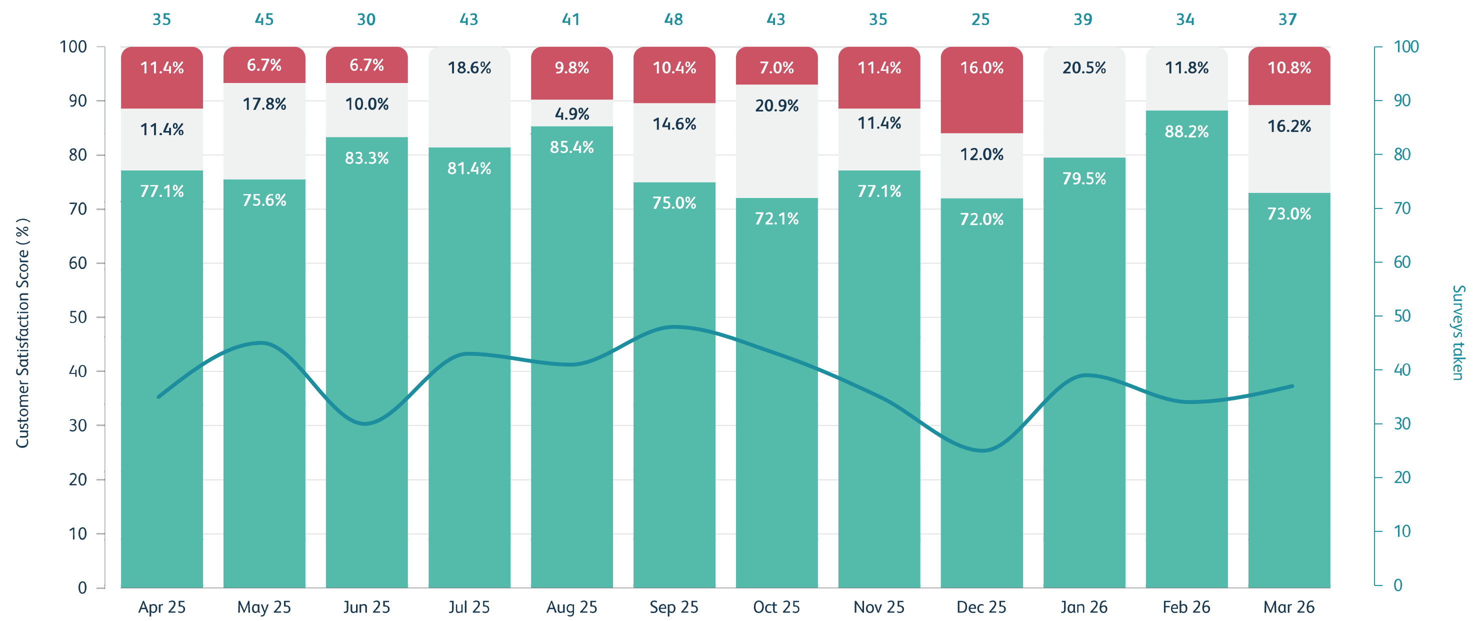
CONTACT CENTRE CALLS SATISFACTION - OVERALL

CLIENT SPECIFIC

Please note:
The graph measures monthly member satisfaction with LPPA ("How satisfied are you with the overall service you have received from LPPA?").

Dissatisfied Neutral Satisfied Surveys taken

Over all member satisfaction for the quarter was 80.0%



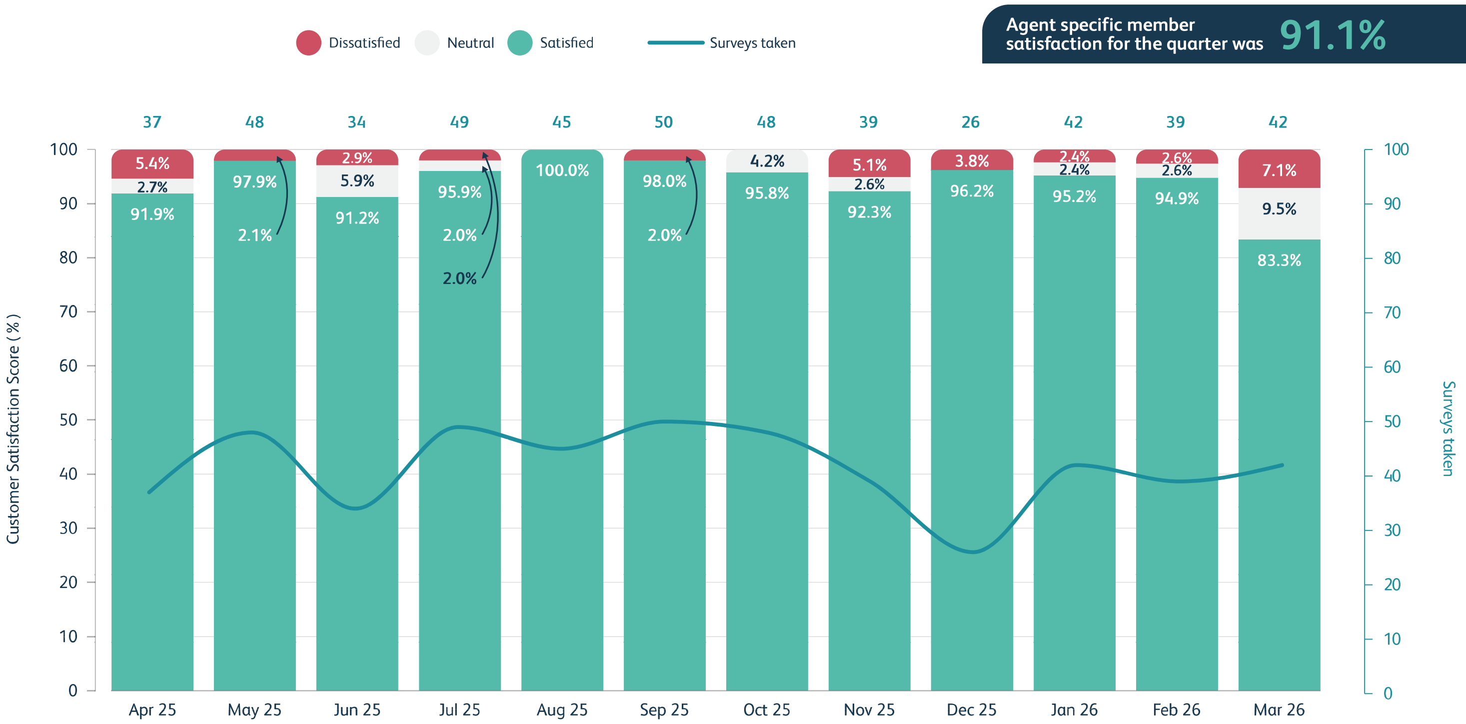
CUSTOMER SATISFACTION SCORES

CONTACT CENTRE CALLS SATISFACTION - AGENT

CLIENT SPECIFIC

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"?)

Agent specific member satisfaction for the quarter was **91.1%**



CUSTOMER SATISFACTION SCORES

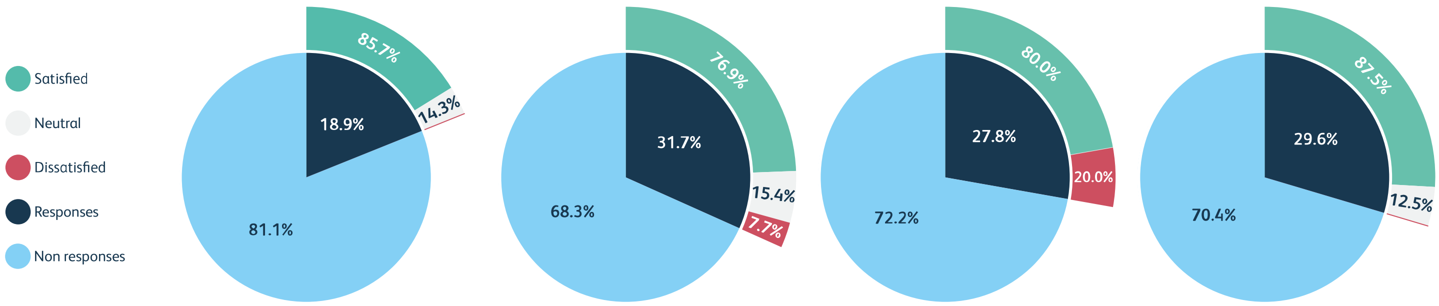
RETIREMENTS - ACTIVE

CLIENT SPECIFIC

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).
- 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).*



	Q1 25/26		Q2 25/26		Q3 25/26		Q4 25/26	
Retirements processed, completed	37		48		40		30	
Surveys issued and as a % of retirements	37	100.0%	41	85.4%	36	90.0%	27	90.0%
Satisfied Responses (as a % of surveys issued)	6	16.2%	10	24.4%	8	22.2%	7	25.9%
Dissatisfied Response (as a % of surveys issued)	0	0.0%	1	2.4%	2	5.6%	0	0.0%
Non responses and as a % of surveys issued	30	81.1%	28	68.3%	26	72.2%	19	70.4%
Responses and as a % of surveys issued	7	18.9%	13	31.7%	10	27.8%	8	29.6%
Satisfied responses and as a % of responses	6	85.7%	10	76.9%	8	80.0%	7	87.5%
Neutral responses and as a % of responses	1	14.3%	2	15.4%	0	0.0%	1	12.5%
Dissatisfied Responses and as a % of responses	0	0.0%	1	7.7%	2	20.0%	0	0.0%

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

CUSTOMER SATISFACTION SCORES

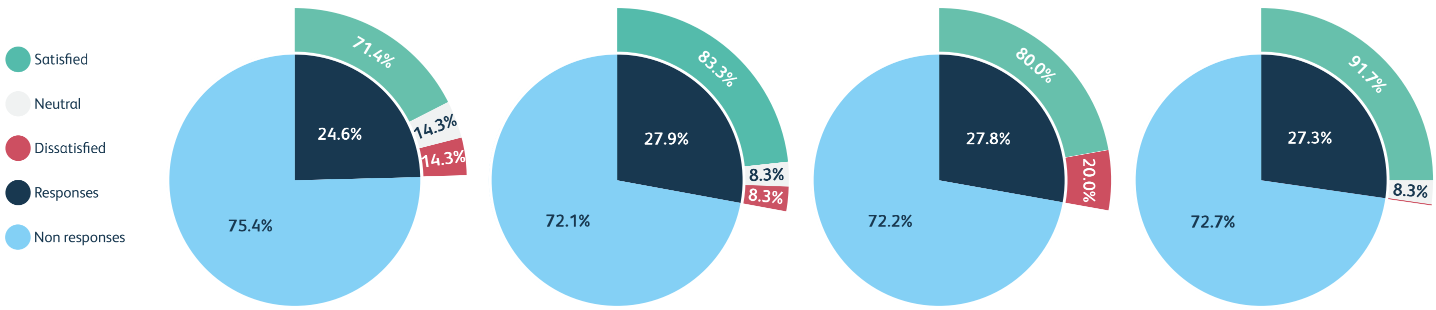
RETIREMENTS - DEFERRED

CLIENT SPECIFIC

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).
- 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).*
- The implementation of our Automated Deferred Retirement Payment process in Q2, reduced the number of surveys issued in Q3. This has been resolved and survey numbers will return to expected volumes in Q4 (there was no impact to active retirement surveys).



	Q1 25/26		Q2 25/26		Q3 25/26		Q4 25/26	
Retirements processed, completed	67		64		87		50	
Surveys issued and as a % of retirements	57	85.1%	43	67.2%	18	20.7%	44	88.0%
Satisfied Responses (as a % of surveys issued)	10	17.5%	10	23.3%	4	22.2%	11	25.0%
Dissatisfied Response (as a % of surveys issued)	2	3.5%	1	2.3%	1	5.6%	0	0.0%
Non responses and as a % of surveys issued	43	75.4%	31	72.1%	13	72.2%	32	72.7%
Responses and as a % of surveys issued	14	24.6%	12	27.9%	5	27.8%	12	27.3%
Satisfied responses and as a % of responses	10	71.4%	10	83.3%	4	80.0%	11	91.7%
Neutral responses and as a % of responses	2	14.3%	1	8.3%	0	0.0%	1	8.3%
Dissatisfied Responses and as a % of responses	2	14.3%	1	8.3%	1	20.0%	0	0.0%

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

Member Online Portal

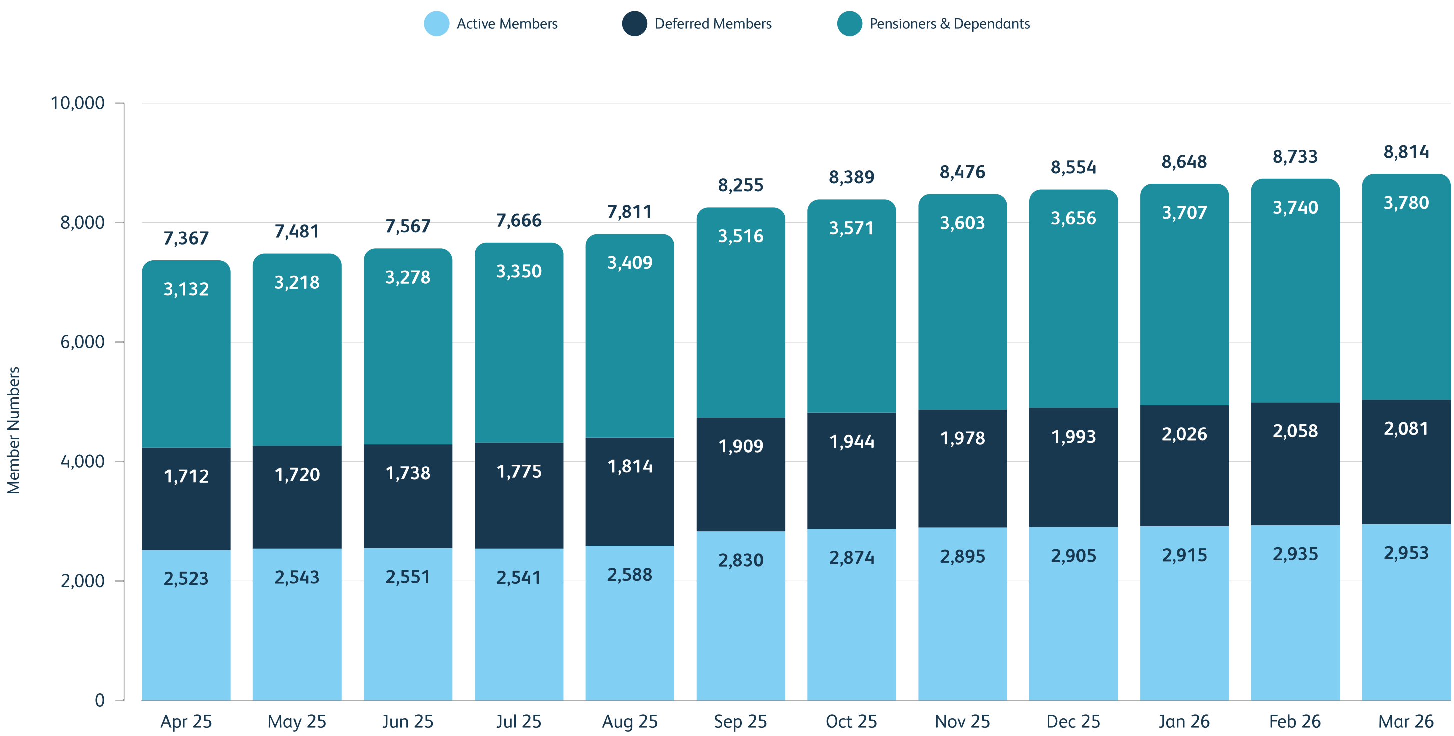
In this section…

- Total members registered
- Member Log Ins

MEMBER ONLINE PORTAL

CLIENT SPECIFIC

TOTAL MEMBERS REGISTERED

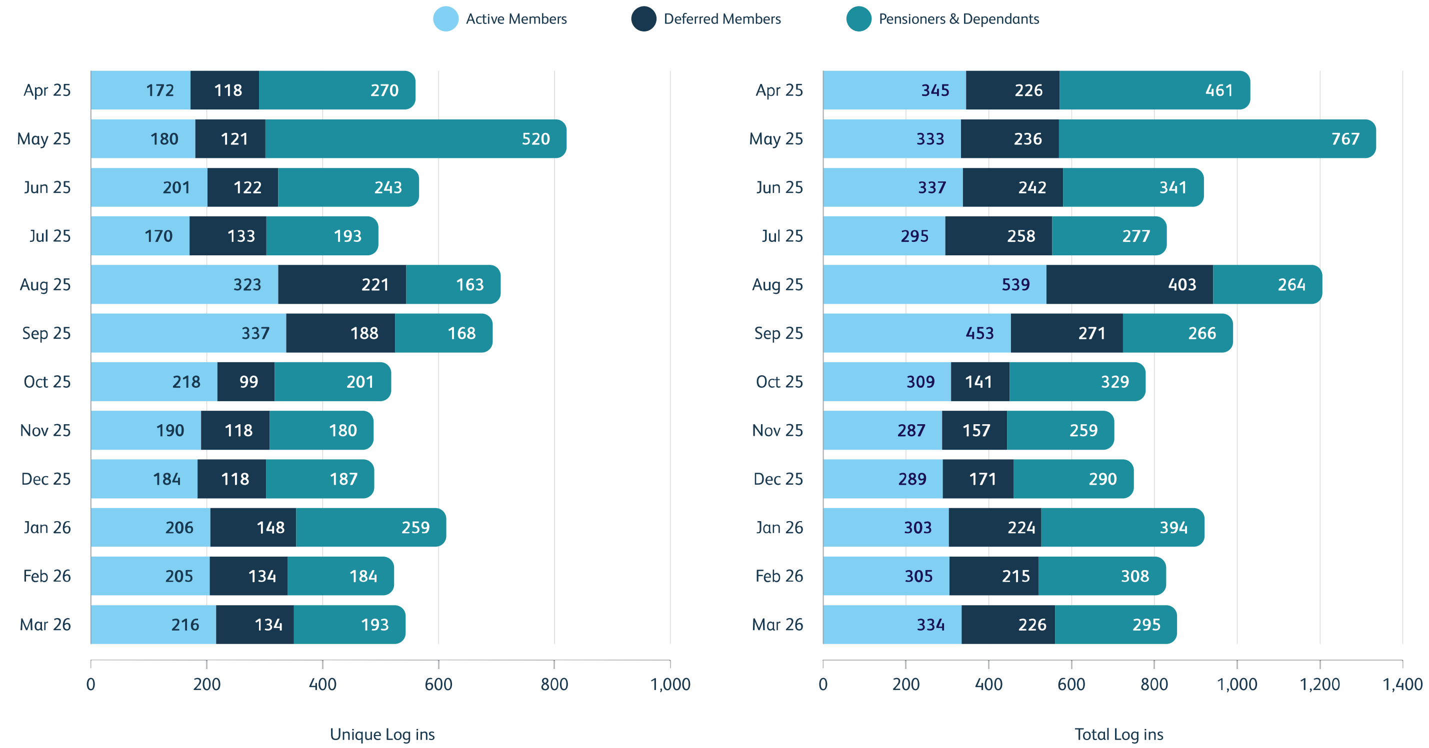


MEMBER ONLINE PORTAL

CLIENT SPECIFIC

MEMBER LOG INS

Please note:
The following charts help visualise the increase in online engagement (PensionPoint login) across different member groups, at different times of the year. For example, more retired members access their P60 in May and June, whist active and deferred members login in higher numbers in August and September to access their annual benefit statemement.



Employer Engagement & Member Communication Activity

In this section…

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

EMPLOYER ENGAGEMENT & COMMUNICATION ACTIVITY

ALL LG CLIENTS

PASA ACCREDITATION UPDATE

- In Q4 LPPA undertook the rigorous PASA accreditation (Pensions Administration Standards Association) assessment process. This included a written submission which covered every aspect of our administration operation, from technical capabilities and controls, to people management and client service. It required LPPA to provide robust evidence of our high standards of service delivery, and the prioritisation of positive outcomes for your members.
- An on-site visit to our Preston offices was conducted in March by an independent PASA assessment consultancy, who interviewed several of our administration colleagues across the business. And following this, we were delighted to receive news that LPPA had been awarded PASA accreditation from the 1 April 2026.
- The PASA accreditation represents the highest standards for UK pension administrators and is aligned to the Pension Regulators General Code. LPPA will be formally presented with the accreditation certificate and trophy at the PASA annual conference in London on **29 April 2026**.

DELIVERED Q4 2025 / 26 (January to March)

- LPPA was shortlisted in three categories of the UK Professional Pension Awards. These include:
  - **Third Party Administrator of the Year**
  - **Pensions Communication of the Year**
  - **Best Pension Scheme Communications Strategy**

The UK Pensions Awards event is on the 11 June 2026.

- Member training sessions were delivered, 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).
- Employer training sessions were delivered including:
  - **Monthly Data Returns Process** (successfully submitting files and resolving data queries).
  - **Employers Guide to Scheme Leavers** (support with how and when to submit leaver details to LPPA using the employer portal).
  - **Employer Responsibilities** (support with ongoing pension administration responsibilities).
  - **Absence and Ill Health Retirement** (support with managing different types of absence in the LGPS).
  - **Understanding Pay Elements** (covering the regulations behind each pay element, the calculation process, and how to report them)
- Email communications were issued to employers to promote a new and improved monthly data returns process.
- Pension Pulse (employer newsletter) was also issued in March, with a focus on the financial year end that included:
  - 2026 employee contributions
  - 2026 CARE revaluation
  - An update on the LGPS Access and Fairness changes
  - A new summary of the LGPS and SAB
- Regular monthly satisfaction surveys were issued to (new) retired members and LGPS joiners.
- LPPA were re-certified for Cyber Essential Plus, a government-backed certification scheme that aims to recognise UK businesses that have protected themselves from common online threats. Communications were issued through our website and LinkedIN, to provide members with confidence that LPPA works hard to keep their personal data safe and secure.
- Information on the McCloud Remedy was updated on the LPPA website for LGPS members.

SCHEDULED Q1 2026 / 27 (April to June 2026)

- Disclosure communications will be issued to employers and members, to provide an update on the UK Government's Access and Fairness changes to the Local Government Pension Scheme (LGPS), which take effect from 1 April 2026. These changes are based on its consultation to make the scheme fairer and easier for people to access.
- McCloud activity will be ongoing in Q1, including activity to further refine member eligibility and ongoing data validation, payments for retrospective members, and data analysis for active and deferred members in advance of the 2026 ABS deadline.
- Pension Pulse (employer newsletter) communications will be issued in Q1.
- Our annual newsletter will be communicated to retired members, with updates on pension increases, 2026 / 27 pay dates and information on how to access their P60.

EMPLOYER ENGAGEMENT & COMMUNICATION ACTIVITY

CLIENT SPECIFIC

Employers

Date	Activity	Employer	Number in attendance
28/01/2026	Scheme Leavers Training	LEAP	1
05/02/2026	Key Employer Meeting	London Borough of Brent	1
25/02/2026	Scheme Leavers Training	Gladstone Primary School and Manor School	1
03/03/2026	Employer Responsibilities Training	Gladstone Primary School and Manor School	1
19/03/2026	Absence and Ill Health Retirement Training	Oliver Goldsmith Primary School	1

Members

Date	Activity	Employer	Number in attendance
19/01/2026	Making Sense of Your Pension	London Borough of Brent	1
20/01/2026	Making Sense of Retirement	London Borough of Brent	3
09/02/2026	Making Sense of Your Pension	London Borough of Brent	2
09/03/2026	Making Sense of Your Pension	Various	4
10/03/2026	Making Sense of Retirement	London Borough of Brent	2

Data Quality

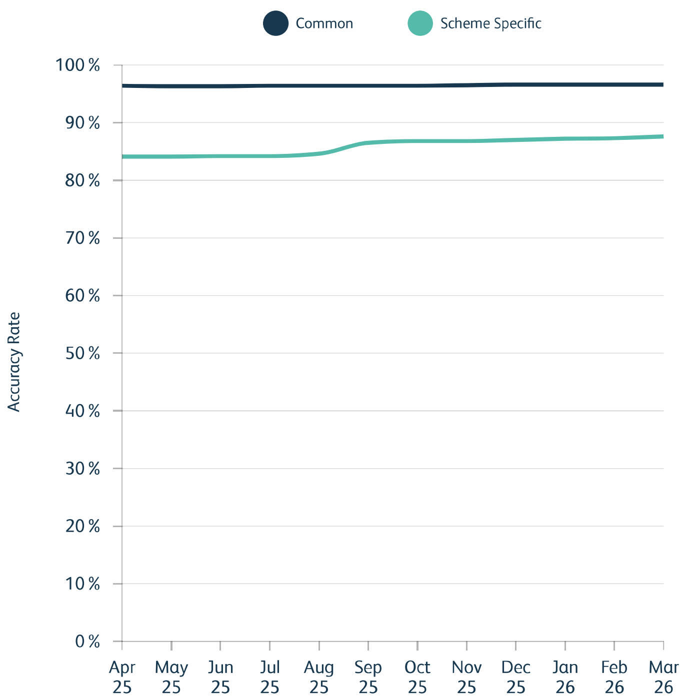
In this section…

- TPR data scores
- Common data
- Scheme specific data

DATA QUALITY

CLIENT SPECIFIC

TPR DATA SCORES



	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%

END OF QUARTER DATA QUALITY

(TPR SCORES)

CLIENT SPECIFIC

COMMON DATA

CLIENT SPECIFIC

Data Item	Active	Deferred	Pensioner / Dependant
Invalid or Temporary NI Number	0	78	22
Duplicate effective date in status history	2	26	4
Gender is not Male or Female	0	0	0
Duplicate entries in status history	29	48	24
Missing (or known false) Date of Birth	0	0	0
Date Joined Scheme greater than first status entry	4	0	4
Missing Surname	0	0	0
Incorrect Gender for members title	0	0	0
Invalid Date of Birth	10	0	0
No entry in the status history	0	0	10
Last entry in status history does not match current status	43	16	9
Member has no address	18	529	5
Missing Forename(s)	0	6	0
Missing State Retirement Date	0	0	5
Missing postcode	10	535	11
Missing Date Joined Pensionable Service	0	0	10
Total Fails	116	1,238	104
Individual Fails	101	662	78
Total Members	6,579	10,373	7,790
Accuracy Rate	98.5%	93.6%	99.0%
Total Accuracy Rate			96.6%

SCHEME SPECIFIC DATA

CLIENT SPECIFIC

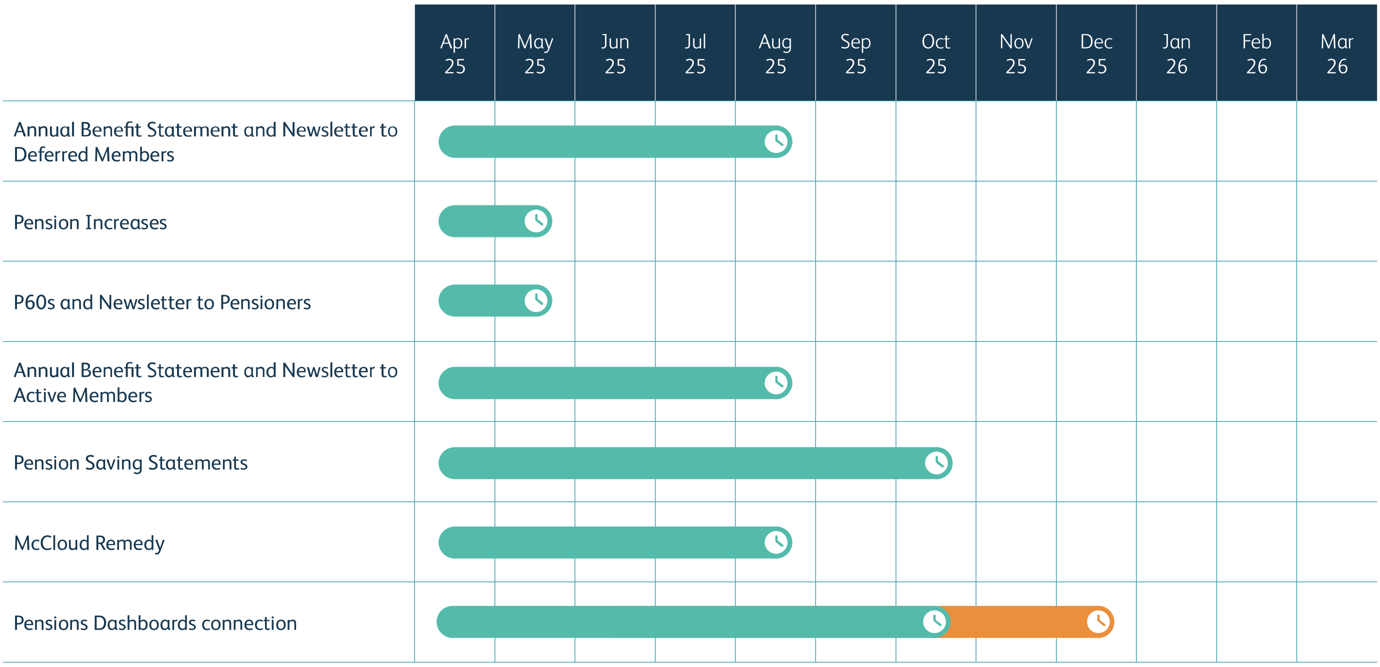
Data Item	Fails
Divorce Records	0
Transfer In	98
AVCs/Additional Contributions	13
Deferred Benefits	2
Tranches (DB)	15
Gross Pension (Pensioners)	42
Tranches (Pensioners)	443
Gross Pension (Dependants)	75
Tranches (Dependants)	16
Date of Leaving	128
Date Joined Scheme	132
Employer Details	14
Salary	671
Crystallisation	143
CARE Data	37
CARE Revaluation	3
Annual Allowance	620
LTA Factors	290
Date Contracted Out	8
Pre-88 GMP	639
Post-88 GMP	621
Total Fails	4,010
Individual Fails	3,077
Total Members	24,742
Accuracy Rate	87.6%

Appendices

In this section…

- Appendix A - Annual Activity

APPENDIX A
LPPA ANNUAL ACTIVITY



LPP

Local Pensions Partnership
Administration