

LPP

Local Pensions Partnership
Administration

Quarterly Administration Report

Hammersmith & Fulham
Pension Fund

1 July - 30 September 2025



Committed to excellence



Forward thinking



Doing the right thing



Working together



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DEFINITIONS

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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.

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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.

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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).

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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.

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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 33

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

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This performance report covers the reporting period of Q2 2025/26 (July – September 2025)

Casework SLA performance

Overall operational casework performance was **98.1%** 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 **11** 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 **18.2%** for Actives into Retirement and **64.7%** for Deferred into payment. Low survey responses can lead to high volatility in the satisfaction scores.

Contact Centre satisfaction includes both overall satisfaction and satisfaction with the individual call handler that the member spoke to. Satisfaction with the individual call handler is typically higher than overall satisfaction, with satisfaction rates for the quarter at **93.3%** and **79.6%** respectively.

Statutory deadlines

Regulatory and statutory deadlines for the reporting period:

Annual Benefit Statements (ABS)

LPPA is one of a small number of administrators that delivered 24/25 ABSs with McCloud underpin included. Many LGPS Funds have not attempted to do this. Active and deferred members will receive an ABS with the underpin each year, regardless of whether they benefit from the underpin or not, until they retire, die or transfer their benefits - they will be remedied at the point their benefits crystallise, which could be in many years time. Despite these challenges, we're pleased to confirm that by the 31 August deadline, we managed to produce statements for over **97.7%** of your fund membership (**97.4%** for active members and **97.9%** for deferred members).

All published ABS documents have been made available for members to access in PensionPoint, with paper copies issued to any members who have opted out of digital communications.

Members were signposted to their ABS via their annual member newsletter. This was available online at lppapensions.co.uk from the beginning of August and also emailed to every member for whom we held an email address. The lead article in the newsletter included a link to our dedicated ABS web page and a reminder that the statements would be available to view by the end of August.

LPPA will continue to work to resolve data and other challenges that have prevented some ABSs from being produced and issue ABSs to members as they are resolved.

Outlook

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

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

LPPA PROJECTS - UPDATE

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. **12.4%** of your LGPS members are McCloud eligible (**24.2%** active, **13.4%** deferred, **8.6%** retrospective cases*).

LPPA has successfully delivered ABS statements with the remedy underpin to over **88.8%** of remedy eligible active members and **72.5%** of remedy eligible deferred members. There are several cohorts of McCloud eligible members where LPPA is unable to produce the underpin – this may be due to gaps in guidance, systems functionality and/or data. In those cases, the member will have received a standard ABS with a paragraph noting that we believe they are remedy eligible and the underpin will be included on next year's statement.

LPPA has initially assessed over **71%** of the **1,484** retrospective cases and we are developing payment journeys to be able to make remedy payments to those where the underpin is beneficial. Market intelligence supports the position that LPPA is ahead in delivering remedy for LGPS compared to many LGPS Funds and other third-party administrators.

Pensions Dashboard

The Pensions Dashboard will enable individuals to access their pensions information online, securely and all in one place. The connection date for public sector schemes to connect to the Pensions Dashboard is 31 October 2025. It is worth noting that the Dashboard will not be available to individuals at this point; it is estimated they will be able to access in early 2027.

Civica development is ongoing (Civica are LPPA's Integrated Service Provider for connection to the dashboard ecosystem), and whilst we have recently been made aware of a short delay regarding connection to the Dashboard (which we have communicated to all our clients), this does not present a material risk and will not impact members.

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Project communications and engagement plans are continuing, including client round tables every two months, AVC provider meetings and TPR sessions every two months.

The project continues to focus on business readiness in addition to the technical connection to the dashboard, 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.

Previously delivered improvements continue to provide benefit:

- Automated deferred quotes have been live for over a year, with 50 % now going through automation.
- With the addition of the Automated Deferred Retirement Payment (ADRP) process, we are now seeing cases go through full end to end automation.
- With the online retirement form, we are seeing a response rate of 70 % with online forms, compared to 40 % for paper forms, and average return times of 6 days with online compared to 33 days with paper.

LPPA is currently focused on developing a new online leaver form, which will provide benefits to the majority of LGPS employers including real time validations and a simplified submission process. Once the process is fully tested and live, it will reduce queries and ultimately improve retirement processing timescales.

Improvements have been implemented for our Employer Portal users, including use of employee payroll number when undertaking a member search, reassigning processes to another employer portal user within the same organisation and using 'filters' and in users' work feeds.

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

**Retrospective cases include pensioners, pensioners deferred, deceased, transfers out and trivial commutations*

Fund Membership

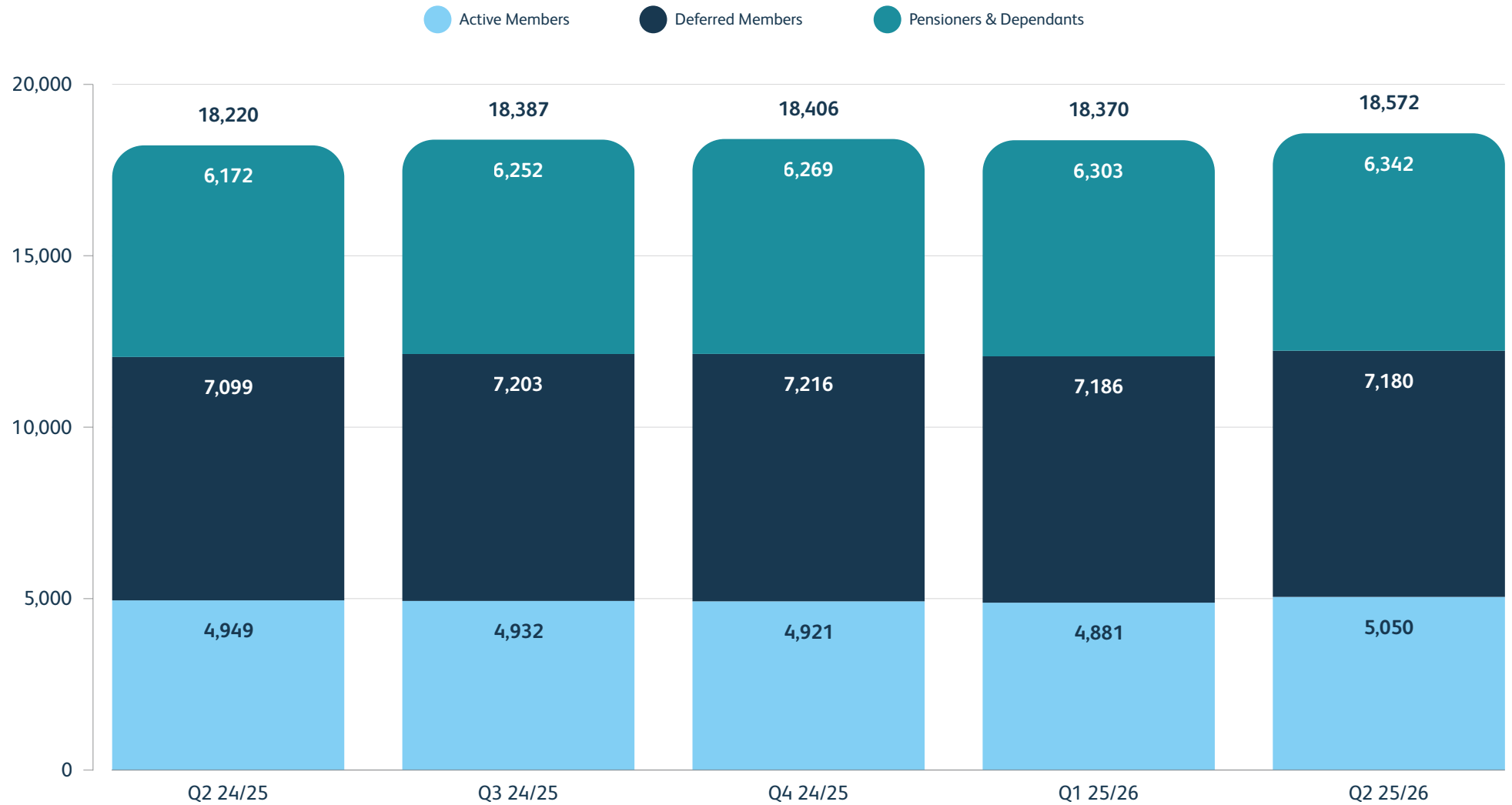
In this section...

- Total fund membership

TOTAL FUND MEMBERSHIP

TOTAL FUND MEMBERSHIP

CLIENT
SPECIFIC



Casework Performance

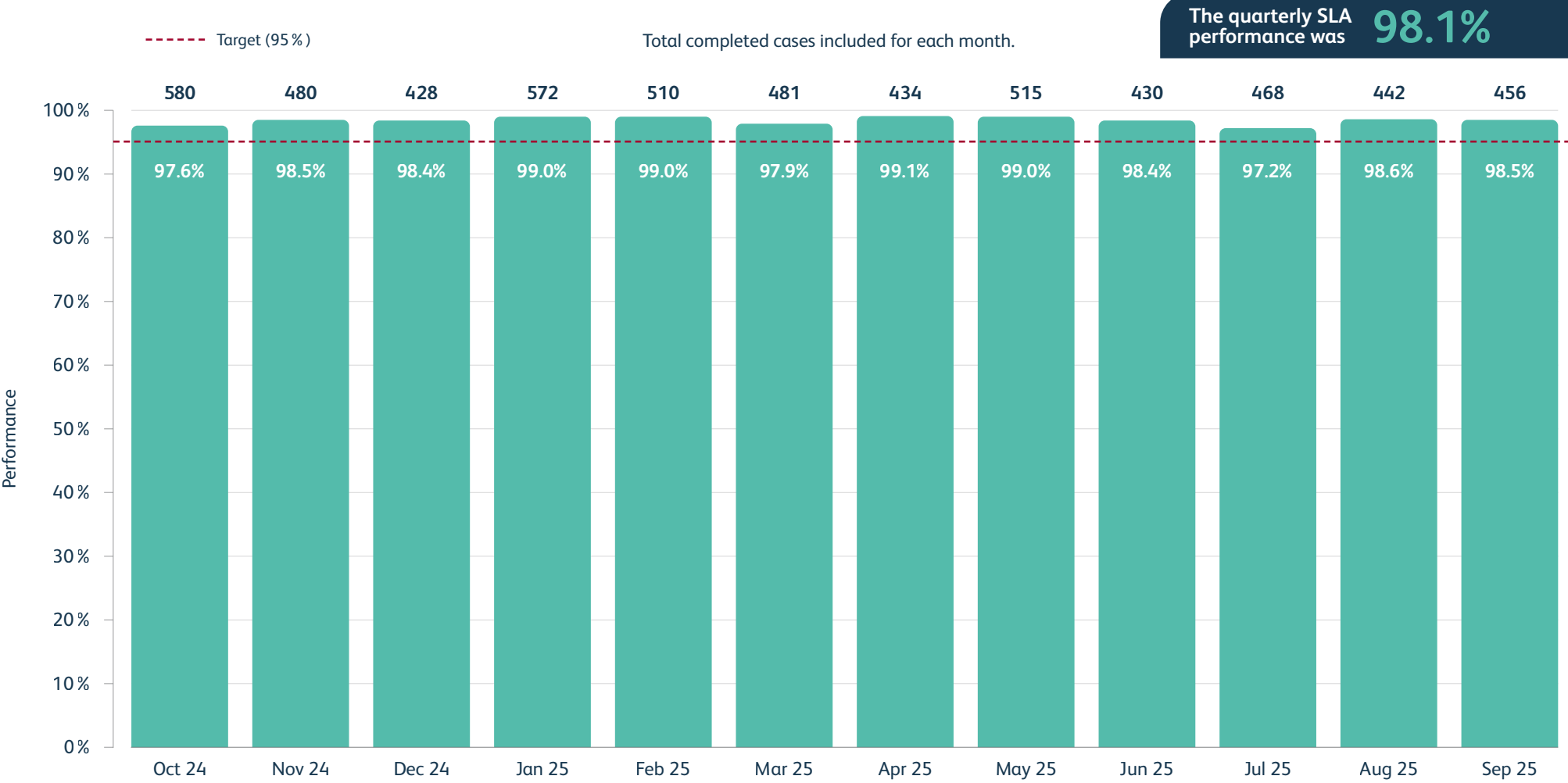
In this section...

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

CASEWORK PERFORMANCE

PERFORMANCE – ALL CASES

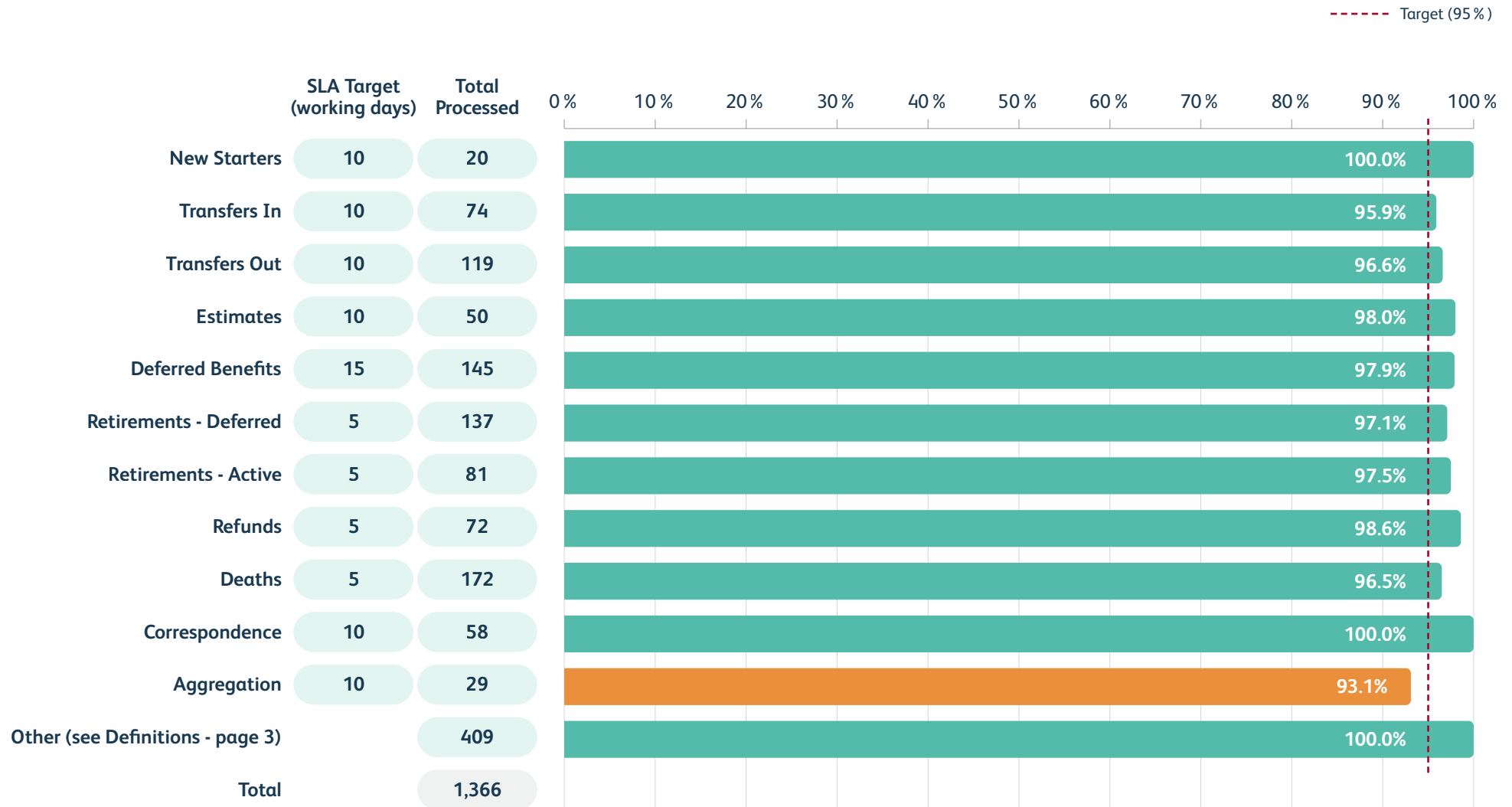
CLIENT
SPECIFIC



CASEWORK PERFORMANCE

PERFORMANCE STANDARD

CLIENT
SPECIFIC



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 01/07/25	Received (Inbound)	Completed (Outbound)	Work in Flight as of 30/09/25
New Starters	0	25	25	0
Transfers In	324	124	106	342
Transfers Out	291	143	167	267
Estimates	23	42	56	9
Deferred Benefits	328	248	236	340
Retirements - Deferred	100	146	152	94
Retirements - Active	111	138	150	99
Refunds	88	107	113	82
Deaths	332	191	225	298
Correspondence	79	122	117	84
Aggregation	208	192	177	223
Other	35	434	425	44
Total	1,919	1,912	1,949	1,882

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

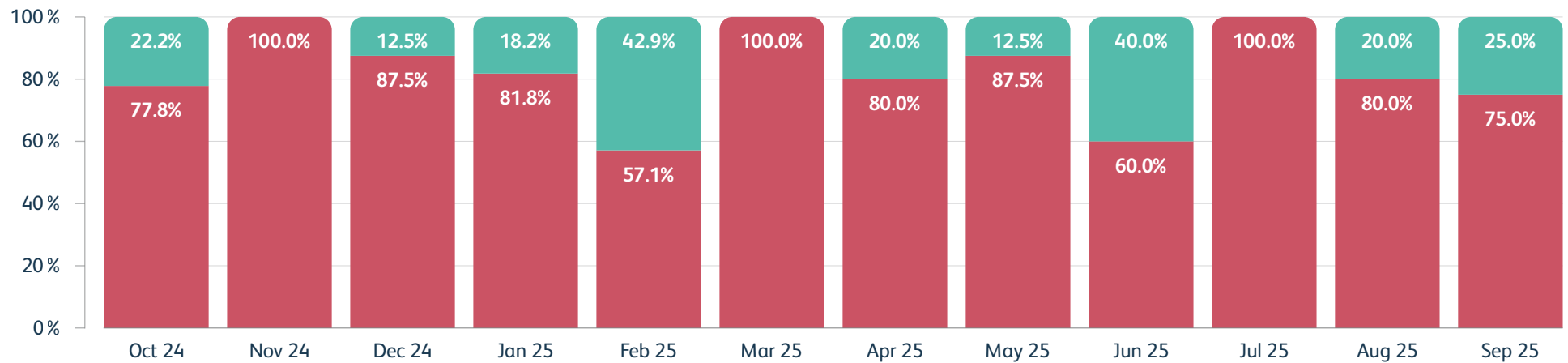
ACTIVE TO RETIREMENT

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).



	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25	Mar 25	Apr 25	May 25	Jun 25	Jul 25	Aug 25	Sep 25
Retirement Notifications	9	11	8	11	7	6	5	8	5	5	5	4
Received On-Time (Number)	2	0	1	2	3	0	1	1	2	0	1	1
Received On-Time (%)	22.2 %	0.0 %	12.5 %	18.2 %	42.9 %	0.0 %	20.0 %	12.5 %	40.0 %	0.0 %	20.0 %	25.0 %
Received Late (Number)	7	11	7	9	4	6	4	7	3	5	4	3
Received Late (%)	77.8 %	100.0 %	87.5 %	81.8 %	57.1 %	100.0 %	80.0 %	87.5 %	60.0 %	100.0 %	80.0 %	75.0 %

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

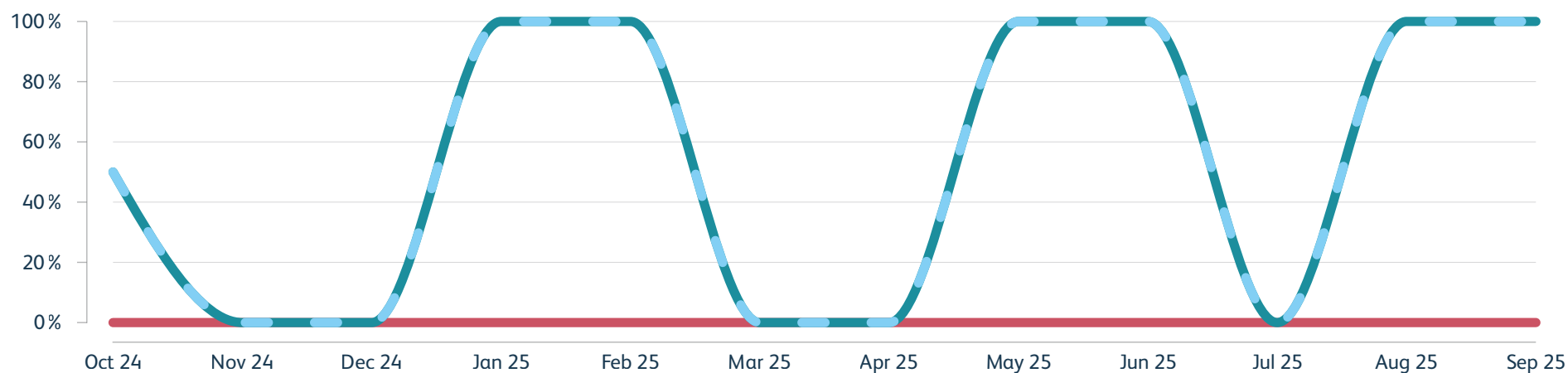
ACTIVE TO RETIREMENT

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.



	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25	Mar 25	Apr 25	May 25	Jun 25	Jul 25	Aug 25	Sep 25
No. of payments made where member has an AVC	0	0	0	0	0	0	0	0	0	0	0	0
No. of payments made with no AVC	2	0	1	2	3	0	1	1	2	0	1	1
% of payments made within 30 days – with AVC	N/A	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	50.0%	N/A	0.0%	100.0%	100.0%	N/A	0.0%	100.0%	100.0%	N/A	100.0%	100.0%
% of payments made within 30 days – combined	50.0%	N/A	0.0%	100.0%	100.0%	N/A	0.0%	100.0%	100.0%	N/A	100.0%	100.0%

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.

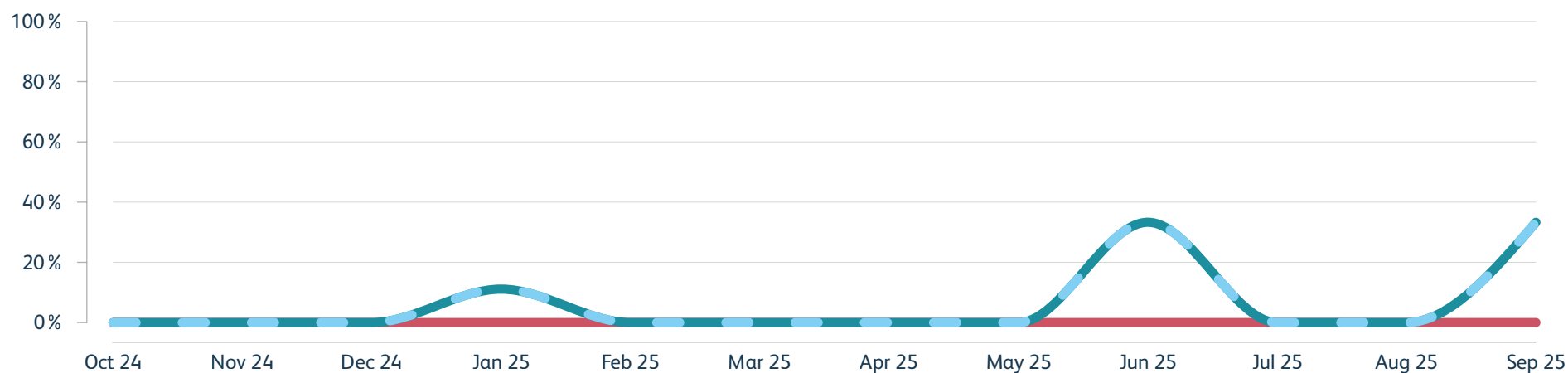
ACTIVE TO RETIREMENT

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.



	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25	Mar 25	Apr 25	May 25	Jun 25	Jul 25	Aug 25	Sep 25
No. of payments made where member has an AVC	0	0	0	0	0	0	0	0	0	0	1	0
No. of payments made with no AVC	7	11	7	9	4	6	4	7	3	5	3	3
% of payments made within 30 days – with AVC	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0.0 %	N/A
% of payments made within 30 days – no AVC	0.0 %	0.0 %	0.0 %	11.1 %	0.0 %	0.0 %	0.0 %	0.0 %	33.3 %	0.0 %	0.0 %	33.3 %
% of payments made within 30 days – combined	0.0 %	0.0 %	0.0 %	11.1 %	0.0 %	0.0 %	0.0 %	0.0 %	33.3 %	0.0 %	0.0 %	33.3 %

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...

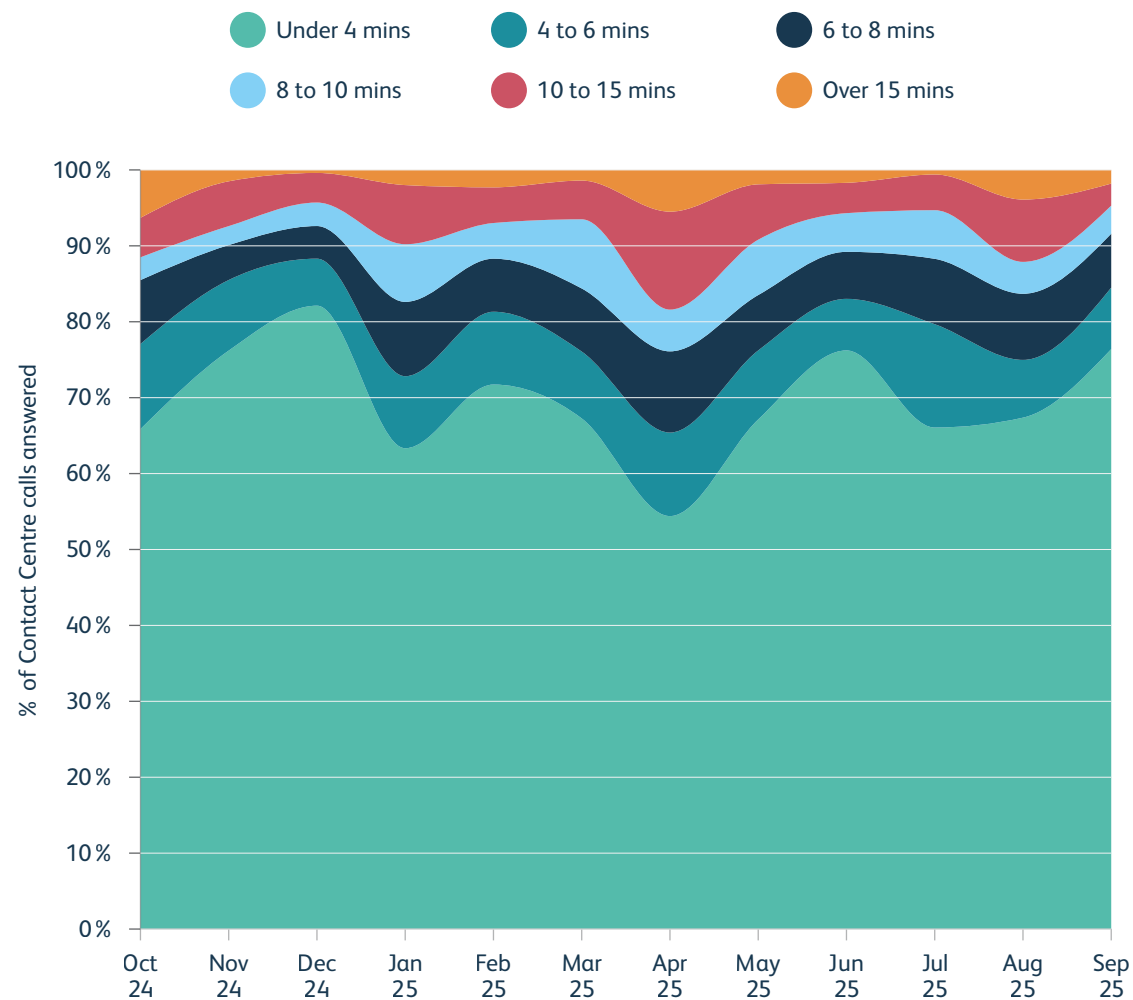
- Wait time range
- Calls answered

CONTACT CENTRE CALLS PERFORMANCE

WAIT TIME RANGE

CLIENT
SPECIFIC

	Under 4 mins	4 to 6 mins	6 to 8 mins	8 to 10 mins	10 to 15 mins	Over 15 mins
Oct 24	65.8%	11.2%	8.4%	3.0%	5.2%	6.3%
Nov 24	76.2%	9.3%	4.6%	2.5%	5.9%	1.5%
Dec 24	82.2%	6.2%	4.3%	3.1%	3.9%	0.4%
Jan 25	63.4%	9.5%	9.8%	7.6%	7.8%	2.0%
Feb 25	71.8%	9.6%	7.0%	4.7%	4.7%	2.3%
Mar 25	67.2%	8.8%	8.3%	9.1%	5.1%	1.4%
Apr 25	54.4%	11.0%	10.7%	5.5%	12.9%	5.5%
May 25	67.2%	9.1%	7.3%	7.3%	7.3%	1.9%
Jun 25	76.3%	6.8%	6.2%	5.1%	4.0%	1.7%
Jul 25	66.0%	13.6%	8.6%	6.4%	4.7%	0.6%
Aug 25	67.3%	7.6%	8.7%	4.2%	8.2%	3.9%
Sep 25	76.4%	8.1%	7.1%	3.7%	2.9%	1.8%



CONTACT CENTRE CALLS PERFORMANCE

CALLS ANSWERED

CLIENT
SPECIFIC

Please note:

The graph highlights seasonal activities which deliver higher volumes of in-bound enquiries from members into the Contact Centre.

- Pension Increase and P60
- Pension Saving Statements

- Member annual newsletters
- Annual Benefit Statements (ABS)
- Deferred Benefit Statements (DBS)



Customer Satisfaction Scores

In this section...

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

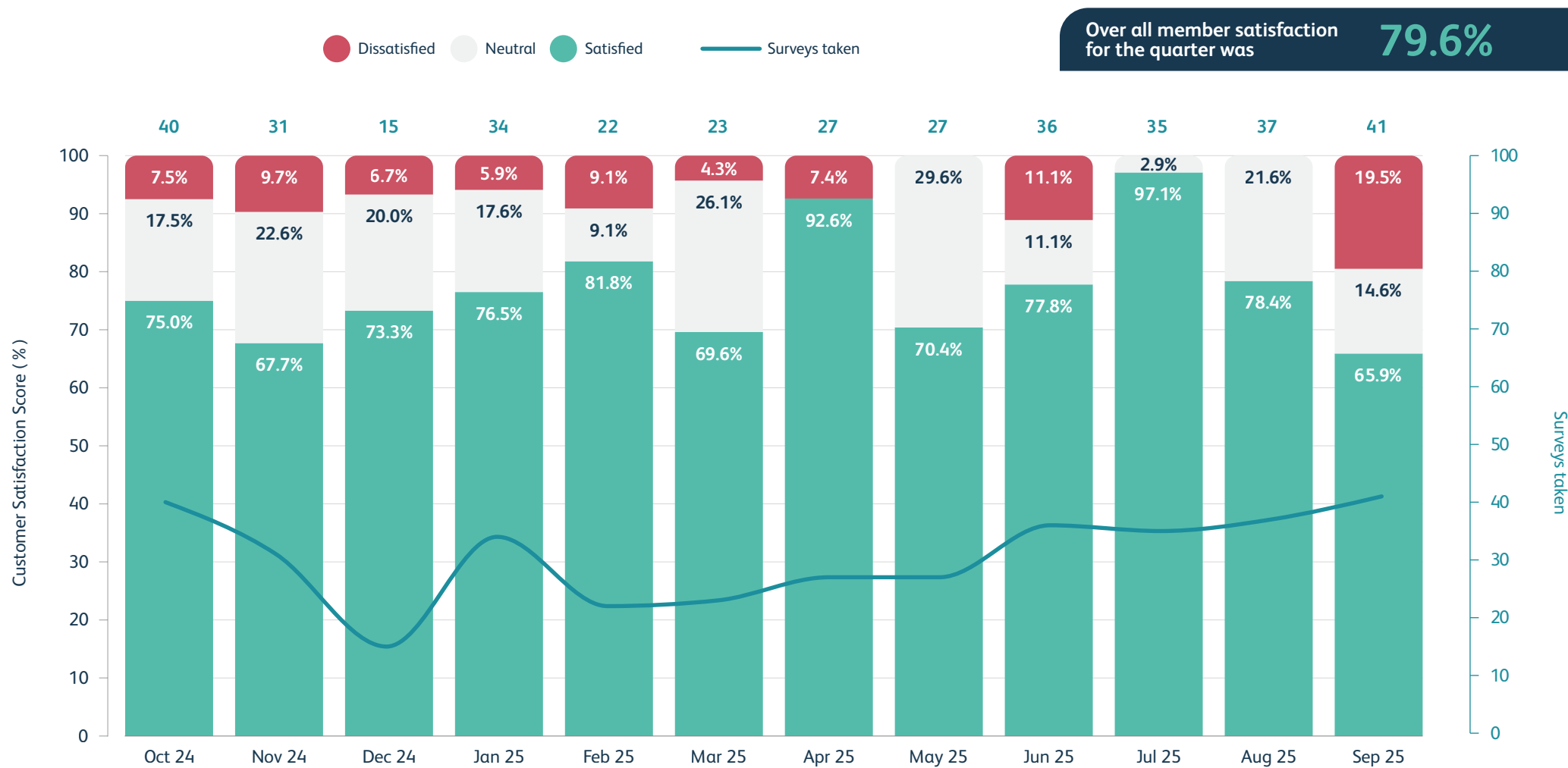
CUSTOMER SATISFACTION SCORES

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?”).



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?")



CUSTOMER SATISFACTION SCORES

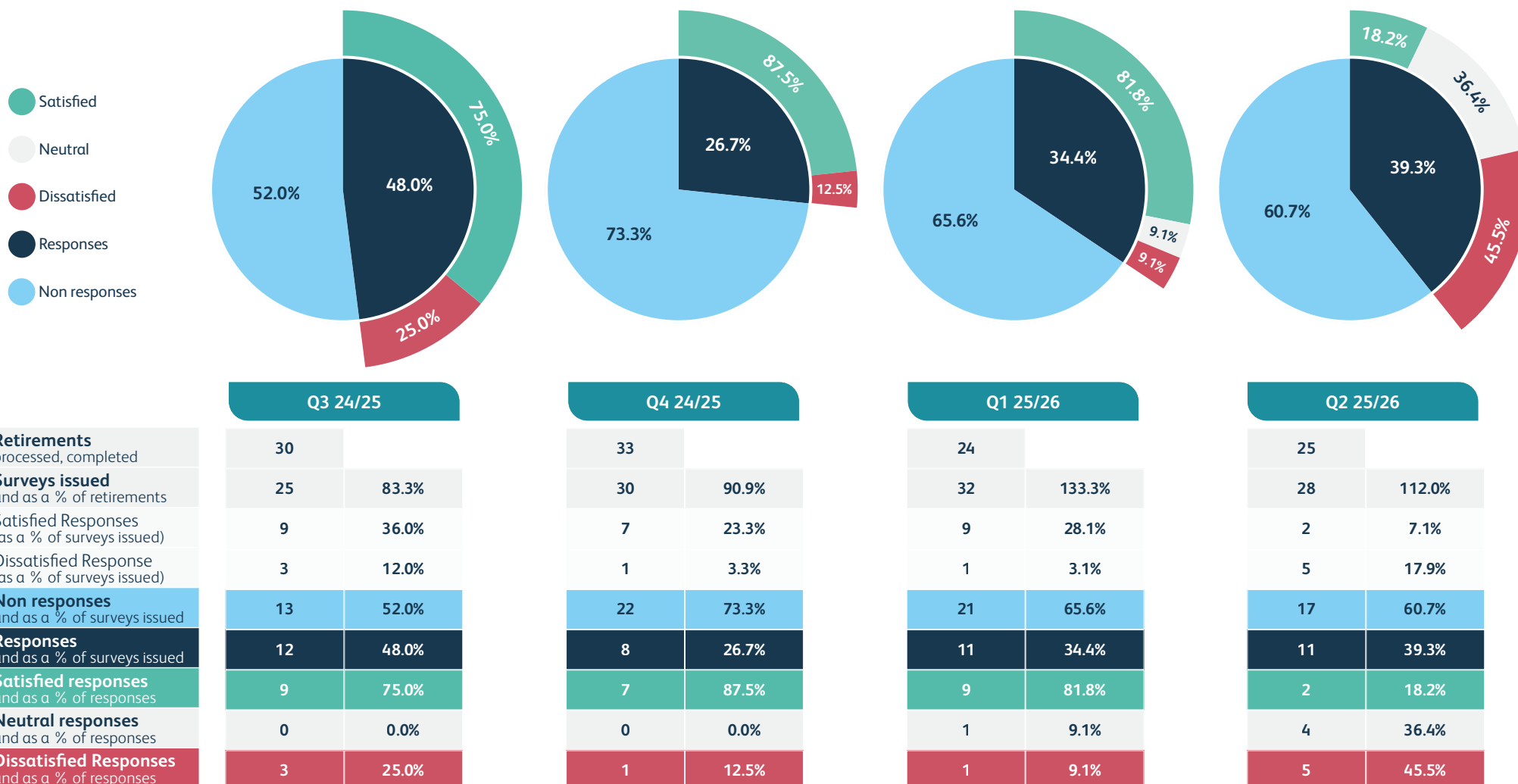
RETIREMENTS - ACTIVE

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). We extended this period in Q4, which explains the drop in the number of email surveys issued.
- 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).*



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

CUSTOMER SATISFACTION SCORES

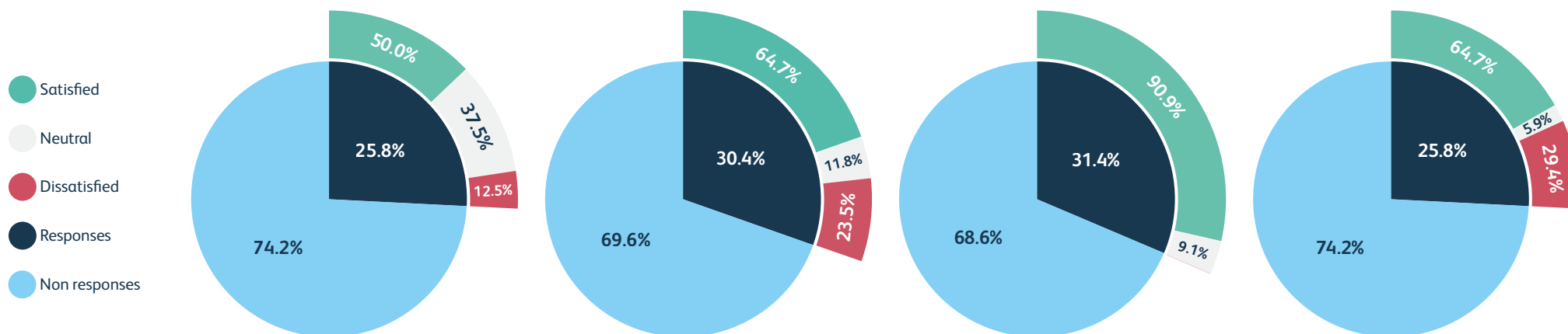
RETIREMENTS - DEFERRED

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). We extended this period in Q4, which explains the drop in the number of email surveys issued.
- 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).*



	Q3 24/25		Q4 24/25		Q1 25/26		Q2 25/26	
Retirements processed, completed	75		60		38		67	
Surveys issued and as a % of retirements	62	82.7%	56	93.3%	35	92.1%	66	98.5%
Satisfied Responses (as a % of surveys issued)	8	12.9%	11	19.6%	10	28.6%	11	16.7%
Dissatisfied Response (as a % of surveys issued)	2	3.2%	4	7.1%	0	0.0%	5	7.6%
Non responses and as a % of surveys issued	46	74.2%	39	69.6%	24	68.6%	49	74.2%
Responses and as a % of surveys issued	16	25.8%	17	30.4%	11	31.4%	17	25.8%
Satisfied responses and as a % of responses	8	50.0%	11	64.7%	10	90.9%	11	64.7%
Neutral responses and as a % of responses	6	37.5%	2	11.8%	1	9.1%	1	5.9%
Dissatisfied Responses and as a % of responses	2	12.5%	4	23.5%	0	0.0%	5	29.4%

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



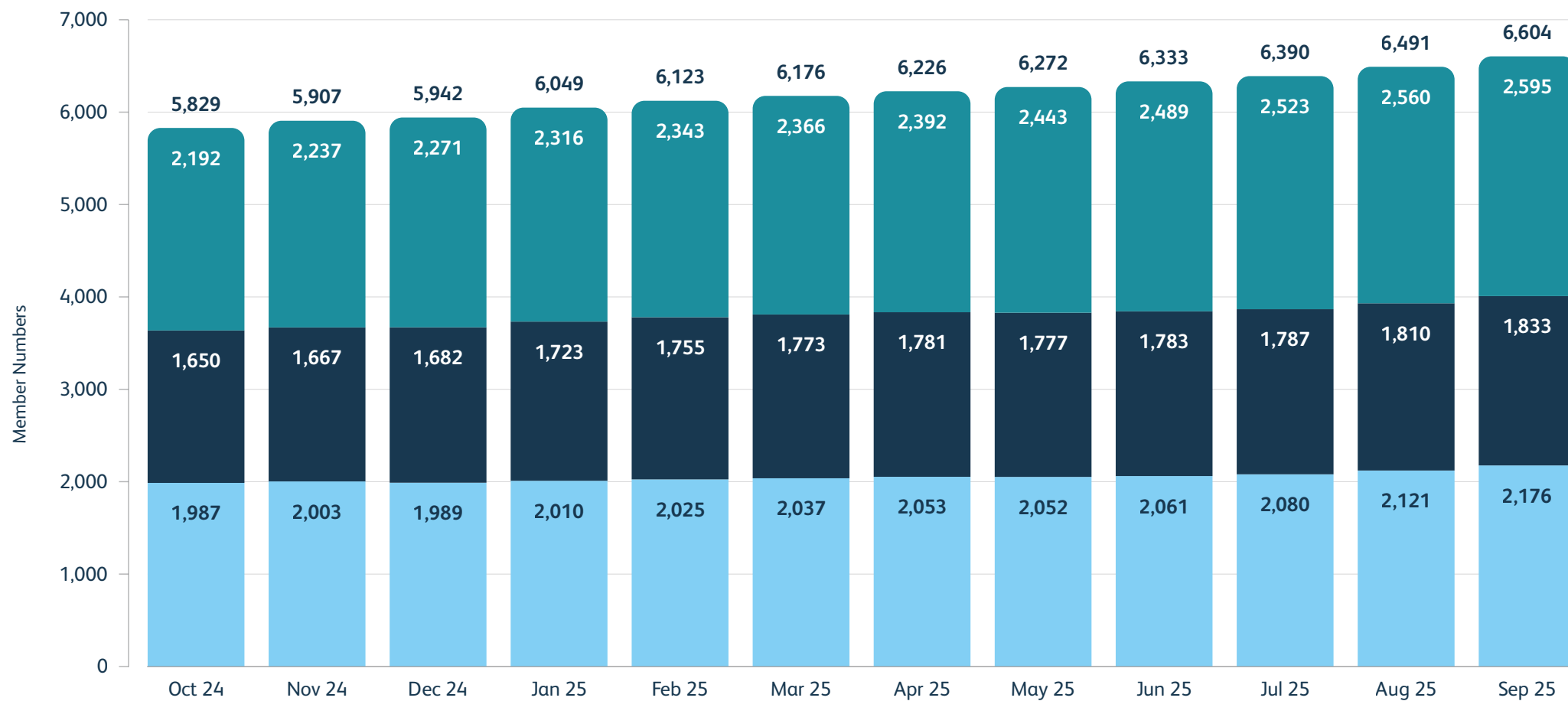
Member Online Portal

In this section...

- Total members registered
- Member Log Ins

TOTAL MEMBERS REGISTERED

Active Deferred Pensioners & Dependants



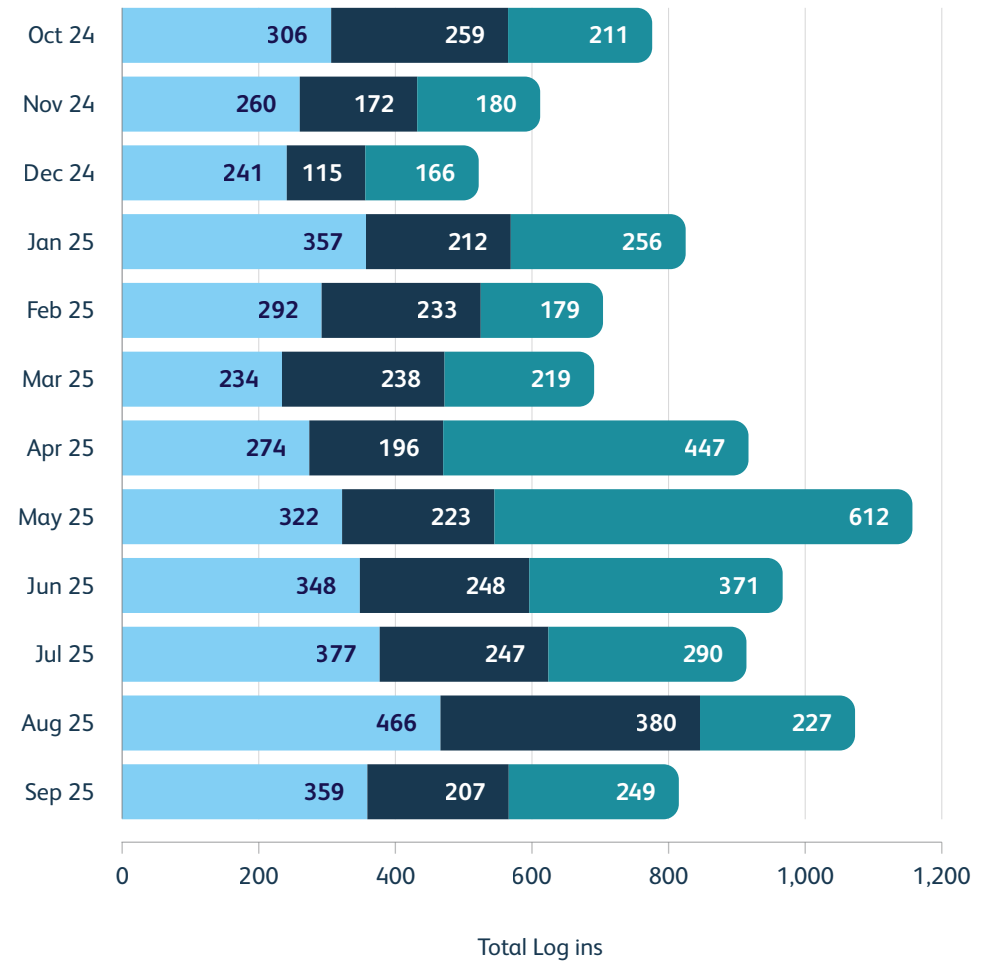
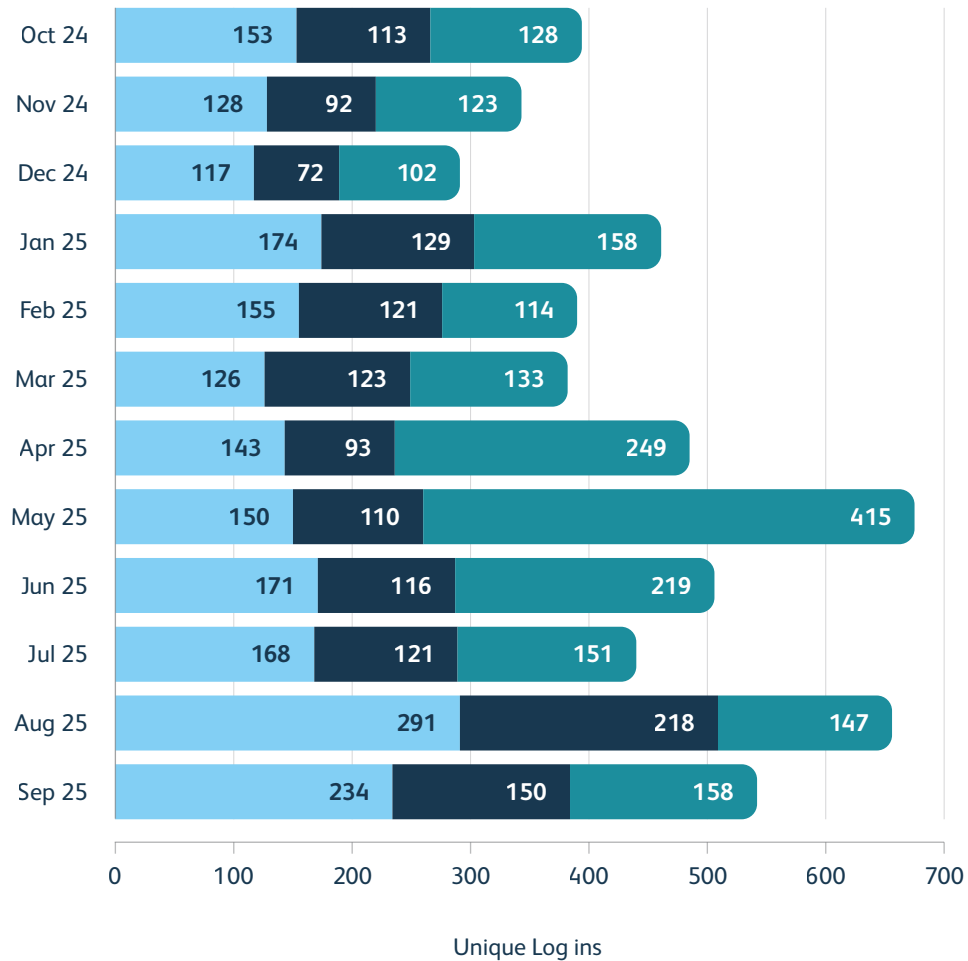


MEMBER ONLINE PORTAL

CLIENT
SPECIFIC

MEMBER LOG INS

Active Deferred Pensioners & Dependants



Employer Engagement & Member Communication Activity

In this section...

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

EMPLOYER ENGAGEMENT & COMMUNICATION ACTIVITY

ALL
LG CLIENTS

Delivered

- LPPA won the Pension Administration Award (2 October) at the 2025 LAPF Investment Awards. The award acknowledged LPPA's operational service performance across the previous 12 months and recognised the positive impact of AI and automation within the business. Other nominees were Essex pension fund, Greater Manchester pension fund, NE Scotland pension fund, Surrey pension fund and West Yorkshire pension fund.
- 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).
- Training sessions were successfully delivered to support employers including:
 - Monthly Returns (successfully submitting files and resolving data queries).
 - LGPS Scheme Essentials (including support with calculating final pay, CARE pay and assumed pensionable pay).
 - Employer Responsibilities (support with ongoing pension administration responsibilities).
 - Absence and Ill Health (support with managing different types of absence in the LGPS).
- The 2025 active and deferred online member newsletter was emailed to members and also published on the LPPA website. The content covered the following topics:
 1. Understanding your ABS
 2. Pension increases/CARE revaluation
 3. The extra benefits of your workplace pension
 4. Popular pension topics (tax on your pension, retirement tips and registering for PensionPoint)
 5. Age discrimination remedy (McCloud)
 6. How life events impact your pension (link to new web section)
- ABS documents were produced and uploaded to members online PensionPoint accounts (documents were issued in the post to members who requested a paper copy, and if no email address was available).
- Information on the McCloud Remedy was updated on the LPPA website for LGPS members.
- The LPPA website was updated in Q2 to include information on UPM Employer Portal improvements (including simpler leaver form; data validation checks; real-time member quotes)
- Pension Pulse (employer newsletter) was issued in Q2 with features on:
 - a. Employer portal updates – summary of delivered and planned improvements.
 - b. ABS toolkit - reminder of ready-made communications on topics including nominating beneficiaries, annual benefit statements and retirement.
 - c. Access and fairness consultation – details of the Government's consultation on changes to the Local Government Pension Scheme (LGPS) to improve scheme fairness and access.
- A 'Pension Awareness Week' email campaign was issued to members in September, promoting the benefits of registering for PensionPoint, which generated a significant number of new registrations.
- A 'key employer strategy' was launched to larger employers (over 1,000 active members), with a focus on improving the timeliness and accuracy of monthly returns, and the submission of retirement notifications at least 30 days before the employees' retirement date.
- A number of new surveys were piloted in Q2, including an employer satisfaction survey and a new joiner survey (targeted at members who joined the scheme in the previous six months).
- Two new member panel surveys were sent out in Q2. A general survey to all new panel members (sent in July) and a PensionPoint survey (sent in August) – both providing valuable feedback, which we are using to improve LPPA communications.

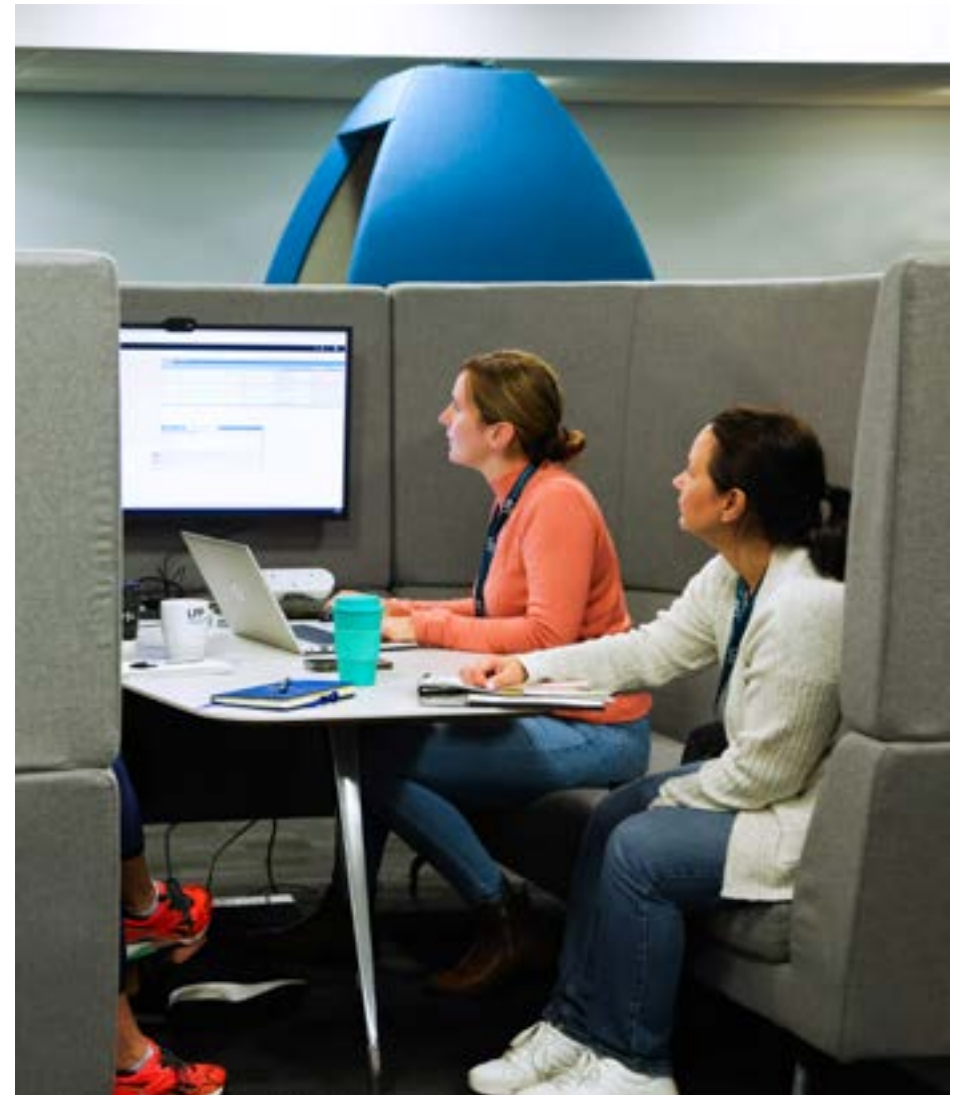
EMPLOYER ENGAGEMENT & COMMUNICATION ACTIVITY

ALL
LG CLIENTS

Scheduled

October to December 2025

- McCloud activity will be ongoing in Q3, including making remedy payments to members.
- Further improvements will be made to the LPPA pensions website.
- Pension Pulse (employer newsletter) communications will be issued in Q3.



EMPLOYER ENGAGEMENT & COMMUNICATION ACTIVITY

CLIENT
SPECIFIC

Employers

Date	Activity	Employer	Number in attendance
30 Sep	Scheme Leavers	London Borough of Hammersmith & Fulham	1

Members

Date	Activity	Employer	Number in attendance
14 Jul	Making Sense of Your Pension	HFPF Members	3
15 Jul	Making Sense of Retirement	HFPF Members	3
08 Sep	Making Sense of Your Pension	HFPF Members	2
09 Sep	Making Sense of Retirement	HFPF Members	3



Data Quality

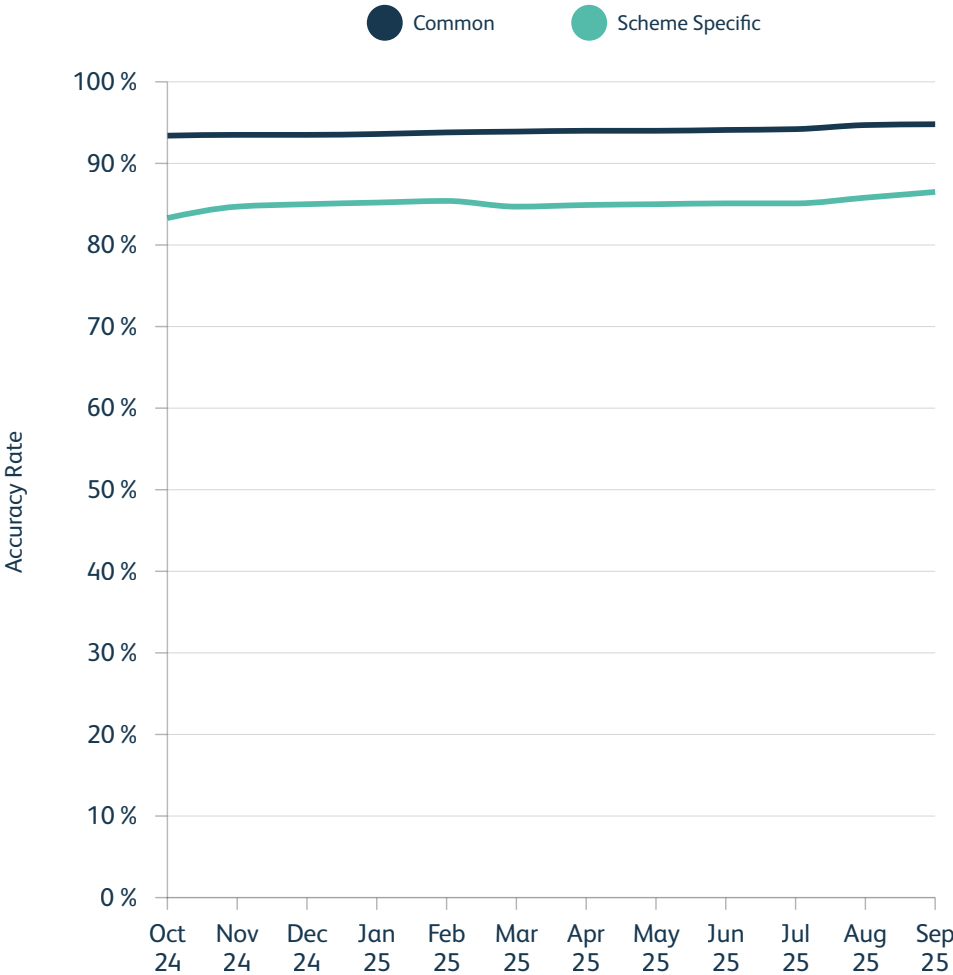
In this section...

- TPR data scores
- Common data
- Scheme specific data

DATA QUALITY

TPR DATA SCORES

CLIENT
SPECIFIC



	Common (Target 95 %)	Scheme Specific (Target 90 %)
Oct 24	93.4%	83.3%
Nov 24	93.5%	84.7%
Dec 24	93.5%	85.0%
Jan 25	93.6%	85.2%
Feb 25	93.8%	85.4%
Mar 25	93.9%	84.7%
Apr 25	94.0%	84.9%
May 25	94.0%	85.0%
Jun 25	94.1%	85.1%
Jul 25	94.2%	85.1%
Aug 25	94.7%	85.8%
Sep 25	94.8%	86.5%

END OF QUARTER DATA QUALITY

(TPR SCORES)

CLIENT
SPECIFIC



COMMON DATA

CLIENT SPECIFIC

Data Item	Active	Deferred	Pensioner / Dependant
Invalid or Temporary NI Number	3	22	20
Duplicate effective date in status history	0	6	3
Gender is not Male or Female	0	1	0
Duplicate entries in status history	22	32	5
Missing (or known false) Date of Birth	0	0	0
Date Joined Scheme greater than first status entry	0	3	1
Missing Surname	0	0	0
Incorrect Gender for members title	0	0	0
Invalid Date of Birth	4	0	0
No entry in the status history	0	0	0
Last entry in status history does not match current status	43	8	1
Member has no address	56	632	87
Missing Forename(s)	0	0	0
Missing State Retirement Date	0	1	0
Missing postcode	51	644	111
Missing Date Joined Pensionable Service	0	1	0
Total Fails	179	1,350	228
Individual Fails	128	706	141
Total Members	5,050	7,180	6,342
Accuracy Rate	97.5%	90.2%	97.8%
Total Accuracy Rate	94.8%		



SCHEME SPECIFIC DATA

CLIENT SPECIFIC

Data Item	Fails
Divorce Records	0
Transfer In	42
AVCs/Additional Contributions	38
Deferred Benefits	4
Tranches (DB)	30
Gross Pension (Pensioners)	29
Tranches (Pensioners)	204
Gross Pension (Dependants)	4
Tranches (Dependants)	20
Date of Leaving	86
Date Joined Scheme	87
Employer Details	2
Salary	516
Crystallisation	110
CARE Data	51
CARE Revaluation	1
Annual Allowance	541
LTA Factors	231
Date Contracted Out	87
Pre-88 GMP	548
Post-88 GMP	586
Total Fails	3,217
Individual Fails	2,514
Total Members	18,572
Accuracy Rate	86.5%








Appendices

In this section...

- Appendix A - Annual Activity

APPENDIX A

LPPA ANNUAL ACTIVITY

	Apr 25	May 25	Jun 25	Jul 25	Aug 25	Sep 25	Oct 25	Nov 25	Dec 25	Jan 26	Feb 26	Mar 26
Annual Benefit Statement and Newsletter to Deferred Members												
Pension Increases												
P60s and Newsletter to Pensioners												
Annual Benefit Statement and Newsletter to Active Members												
Pension Saving Statements												
McCloud Remedy												
Pensions Dashboards connection												

LPP

Local Pensions Partnership
Administration