

LPP

Local Pensions Partnership
Administration

Quarterly Administration Report

Hackney Pension Fund
24 October - 31 December 2025

lppapensions.co.uk



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.

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 13

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 16

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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Member Online Portal

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

Page 20

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.

EXECUTIVE SUMMARY

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This performance report covers the reporting period of Q3 2025/26 (October – December 2025)

LPPA are pleased to welcome London Borough of Hackney as our 11th LGPS client.

Service was successfully transferred from the previous pensions administration provider on 24th October 2025, and the first full monthly pensioner payroll ran successfully in November.

This first quarterly report is not a full quarter but covers the period 24th October (service commencement) to 31st December. Trends highlighted in the graphics on some of the following pages will grow and develop over the coming quarters.

Casework SLA performance

Overall operational casework performance was **99.9%** against overall Service Level Agreements (SLAs) for the quarter. Focus continues to be on driving further improvements to the member experience.

Contact Centre

The average call wait time in Q3 was **3** minutes **03** seconds, under the 4 minute target.

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 **93.7%** and **71.3%** respectively.

Statutory deadlines

Regulatory and statutory deadlines for the reporting period:

Pension Saving Statements (PSS)

- Pensions Savings Statements (PSS) deadline was the 6 October. These were delivered by the previous administration provider as this was prior to contract commencement with LPPA.

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.

Outlook

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

- Data improvement work
- Significant regulatory change including McCloud remedy, Pensions Dashboard, LGPS Access and Fairness changes, and Access and Protections changes
- Ongoing activity to continue to improve the member experience in key areas.

LPPA PROJECTS - UPDATE

Data Improvement

Hackney migrated their LGPS pension administration to LPPA on 24th October 2025. The available pension data was imported from Compendia (Equiniti's pensions administration system), to LPPA's UPM system.

During data migration for service onboarding to LPPA, it was identified that the different systems did not store and use data in the same way. For UPM functionality to work and be fully utilised, all data must be present and correct within relevant fields in the database. Missing or incorrect data will result in calculations, bulk processes, automation and self-service tools failing and needing to be exception handled, which does not fit with LPPA's standard operating model.

The purpose of the project is to implement post-onboarding data improvements, and the project work is expected to improve the Hackney member experience, reduce regulatory risks and support Hackney Pension Fund's longer term data strategy.

A proposal and plan has been shared with Hackney and is currently being reviewed and discussed with work due to start in January 2026.

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.

Work will have been completed by the previous administration service provider. LPPA will bring Hackney into our wider McCloud project and do further validation on eligibility and assessment of benefits in payment and transfers and establishing BAU processes.

Work is underway to ensure plans are in place and shared with Funds for data work ahead of 2025-6 Annual Benefit Statements for remedy members, completion of retrospective cases and BAU processes.

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Pensions Dashboard

The Pensions Dashboard will enable members 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 was 31 October 2025, however Hackney has an agreed extension to 28 February 2026 due to the service transfer. It is worth noting that the Dashboard will not be available to members at this point; it is estimated they will be able to access in the summer of 2027.

Good progress is being made with data quality for the Dashboard and data matching. A decision is due to be made in January whether to proceed with existing connection date or extend further.

The project is also looking at 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.

Project communications and engagement are continuing, including Client round tables, AVC provider meetings and TPR sessions.

Fund Membership

In this section...

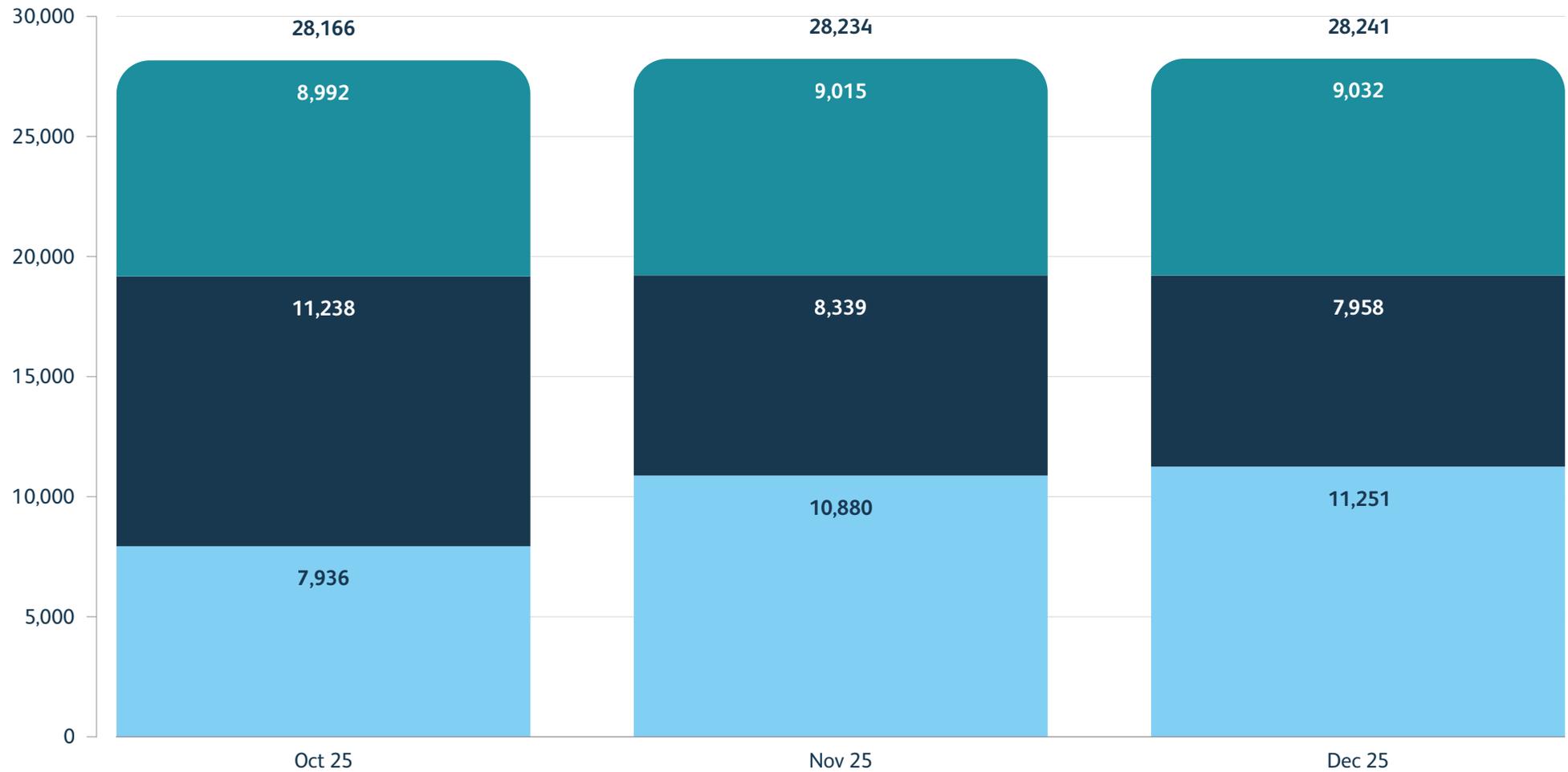
- Total fund membership

TOTAL FUND MEMBERSHIP

TOTAL FUND MEMBERSHIP

CLIENT
SPECIFIC

Active Members Deferred Members Pensioners & Dependents



Casework Performance

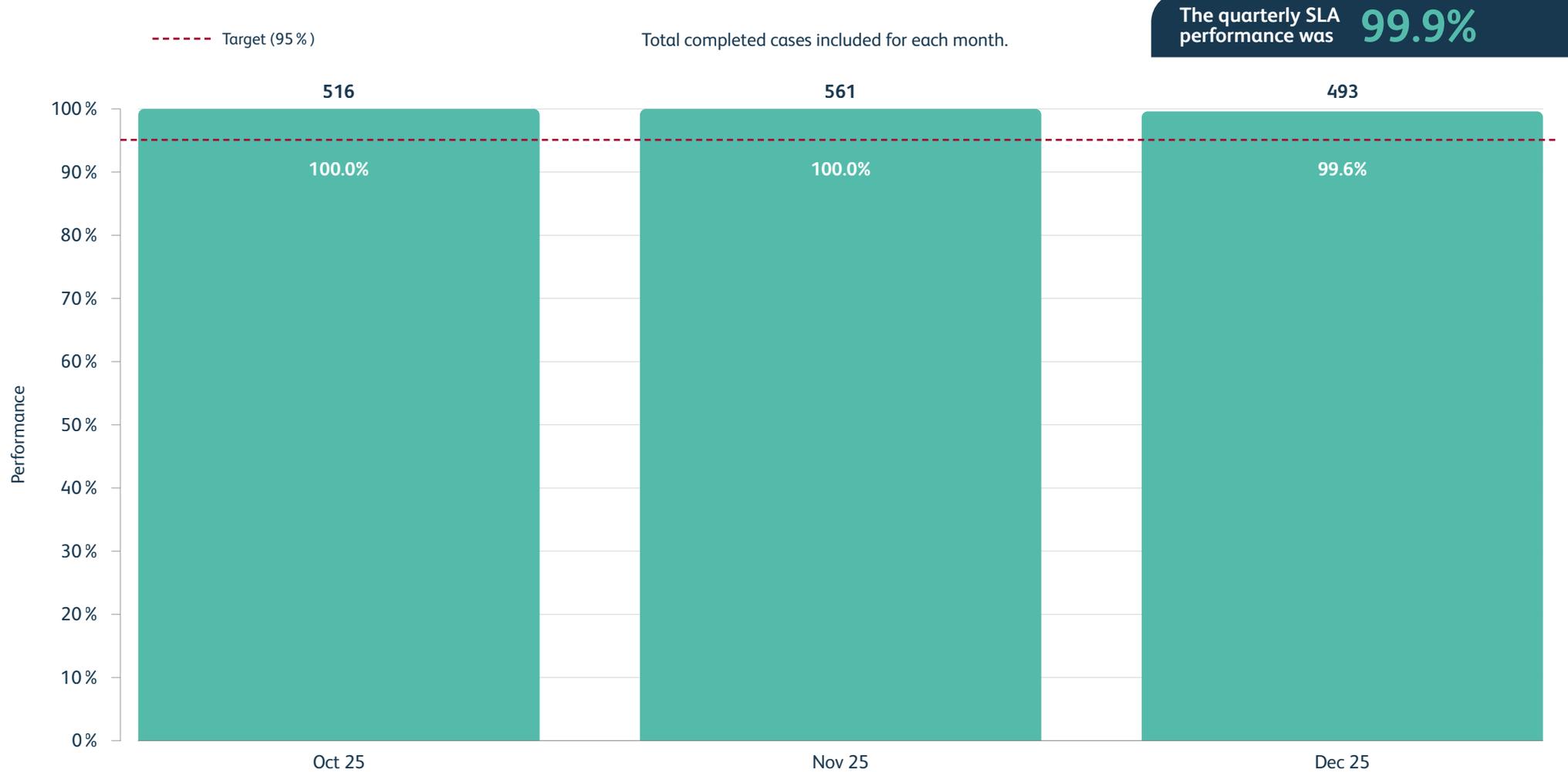
In this section...

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

CASEWORK PERFORMANCE

PERFORMANCE – ALL CASES

CLIENT
SPECIFIC

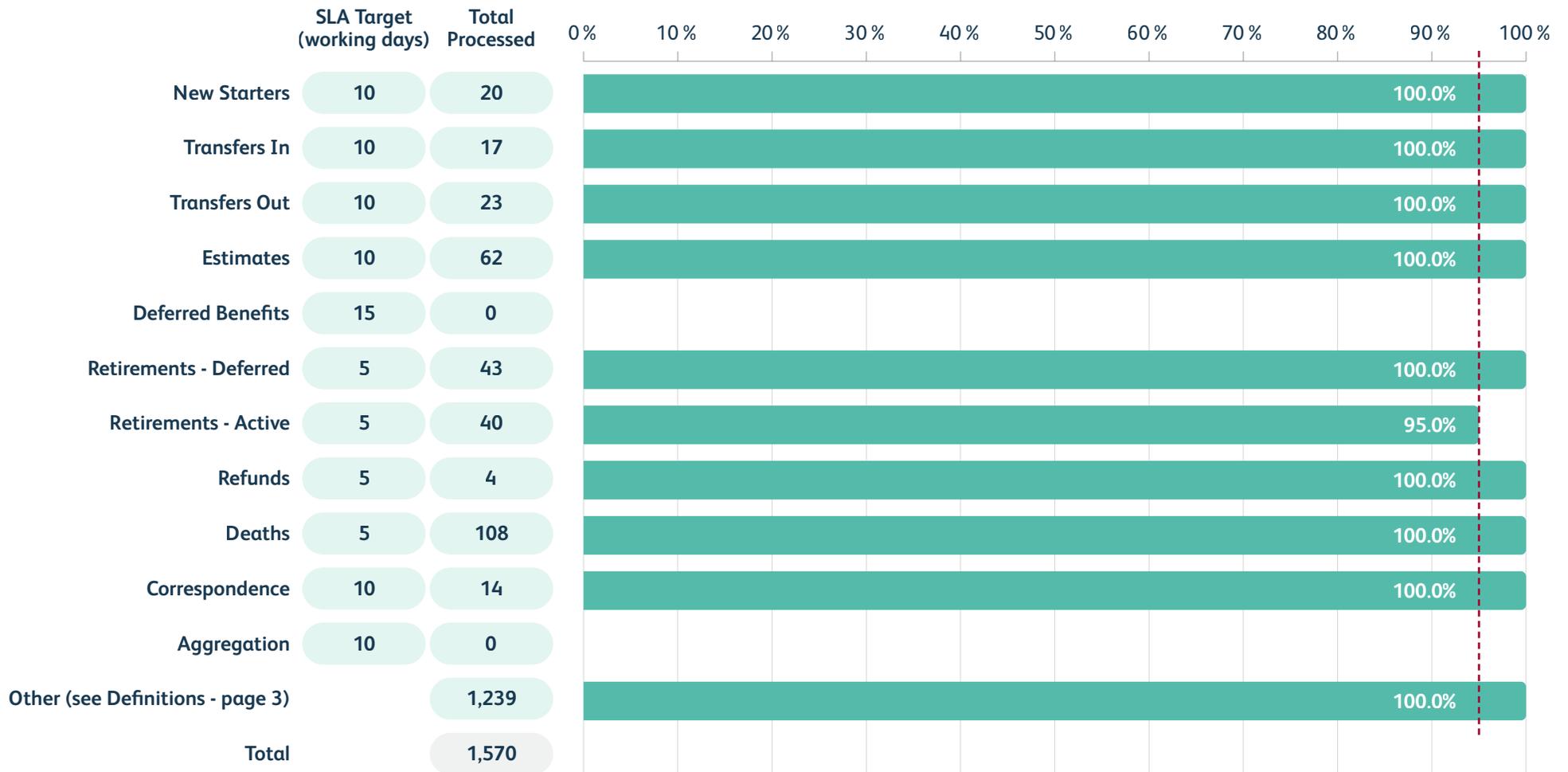


CASEWORK PERFORMANCE

PERFORMANCE STANDARD

CLIENT
SPECIFIC

----- Target (95%)



CASEWORK PERFORMANCE

ONGOING CASEWORK AT THE END OF THE REPORTING QUARTER

CLIENT
SPECIFIC

Please note:

The table below shows numbers of cases with SLAs. When migrating from the previous administrator, there were a larger number of cases (referred to as Work in Progress, or WIP) that were set up. Not all of these had an associated SLA, hence not appearing in the brought forward number. These non-SLA cases are reviewed on worked on alongside SLA cases, and are reported to Hackney separately.

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 24/10/25	Received (Inbound)	Completed (Outbound)	Work in Flight as of 31/12/25
New Starters	1	31	29	3
Transfers In	318	103	54	367
Transfers Out	43	193	71	165
Estimates	3	99	71	31
Deferred Benefits	202	80	86	196
Retirements - Deferred	0	182	113	69
Retirements - Active	124	227	261	90
Refunds	16	23	27	12
Deaths	141	278	192	227
Correspondence	262	274	292	244
Aggregation	0	29	2	27
Other	103	1,299	1,277	125
Total	1,213	2,818	2,475	1,556

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

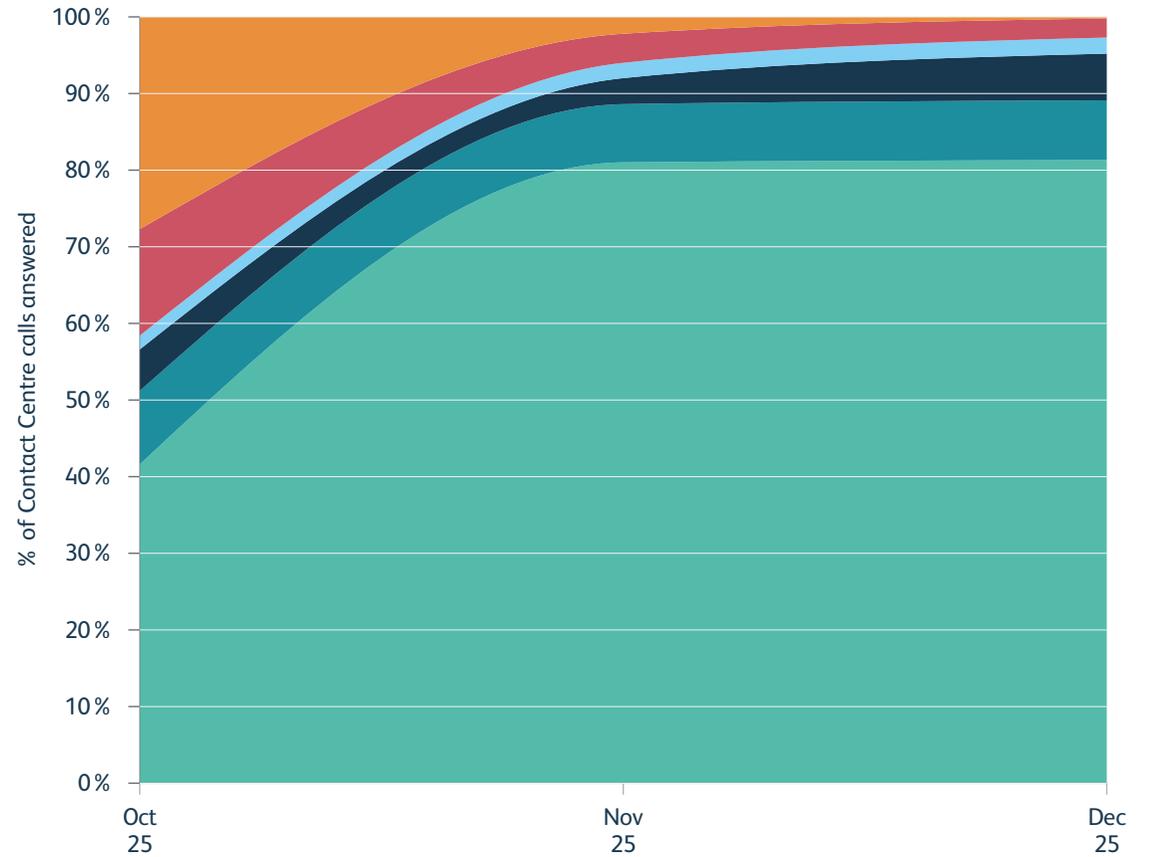
CONTACT CENTRE CALLS PERFORMANCE

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 25	41.6%	9.6%	5.4%	1.8%	13.9%	27.7%
Nov 25	81.1%	7.6%	3.4%	2.0%	3.8%	2.2%
Dec 25	81.4%	7.8%	6.1%	2.1%	2.5%	0.2%

- Under 4 mins
- 4 to 6 mins
- 6 to 8 mins
- 8 to 10 mins
- 10 to 15 mins
- Over 15 mins



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.

Increase in October's average wait time was due to resource challenges (including unplanned absences) in the Contact Centre, combined with an overall year on year increase in call volumes (across all clients combined).

Quarterly average wait time was **3 minutes 03 seconds**



Customer Satisfaction Scores

In this section...

- Contact Centre calls satisfaction
- Contact Centre calls satisfaction - Agent

CUSTOMER SATISFACTION SCORES

CONTACT CENTRE CALLS SATISFACTION - OVERALL

CLIENT
SPECIFIC

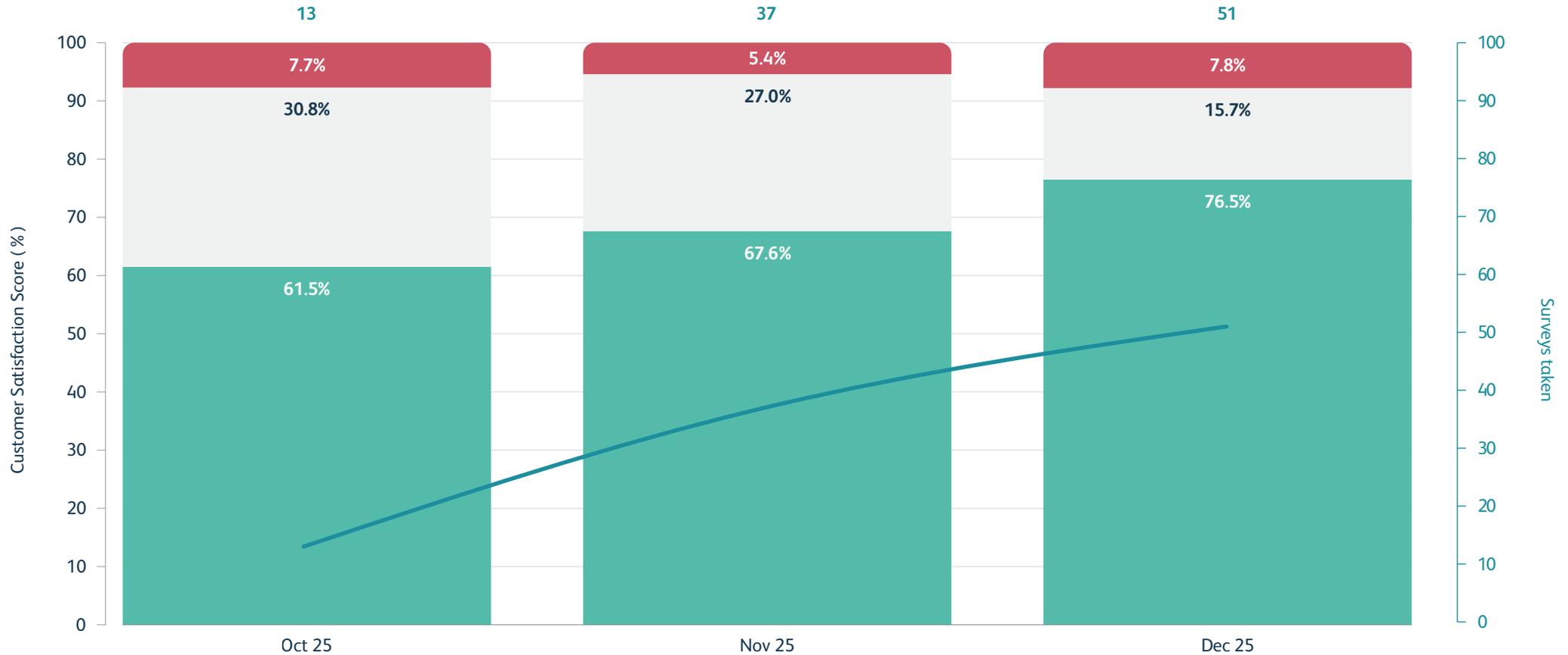
Please note:

The graph measures monthly member satisfaction with LPPA (“How satisfied are you with the overall service you have received from LPPA?”).

Over all member satisfaction
for the quarter was

71.3%

● Dissatisfied ● Neutral ● Satisfied — Surveys taken



CUSTOMER SATISFACTION SCORES

CONTACT CENTRE CALLS SATISFACTION - AGENT

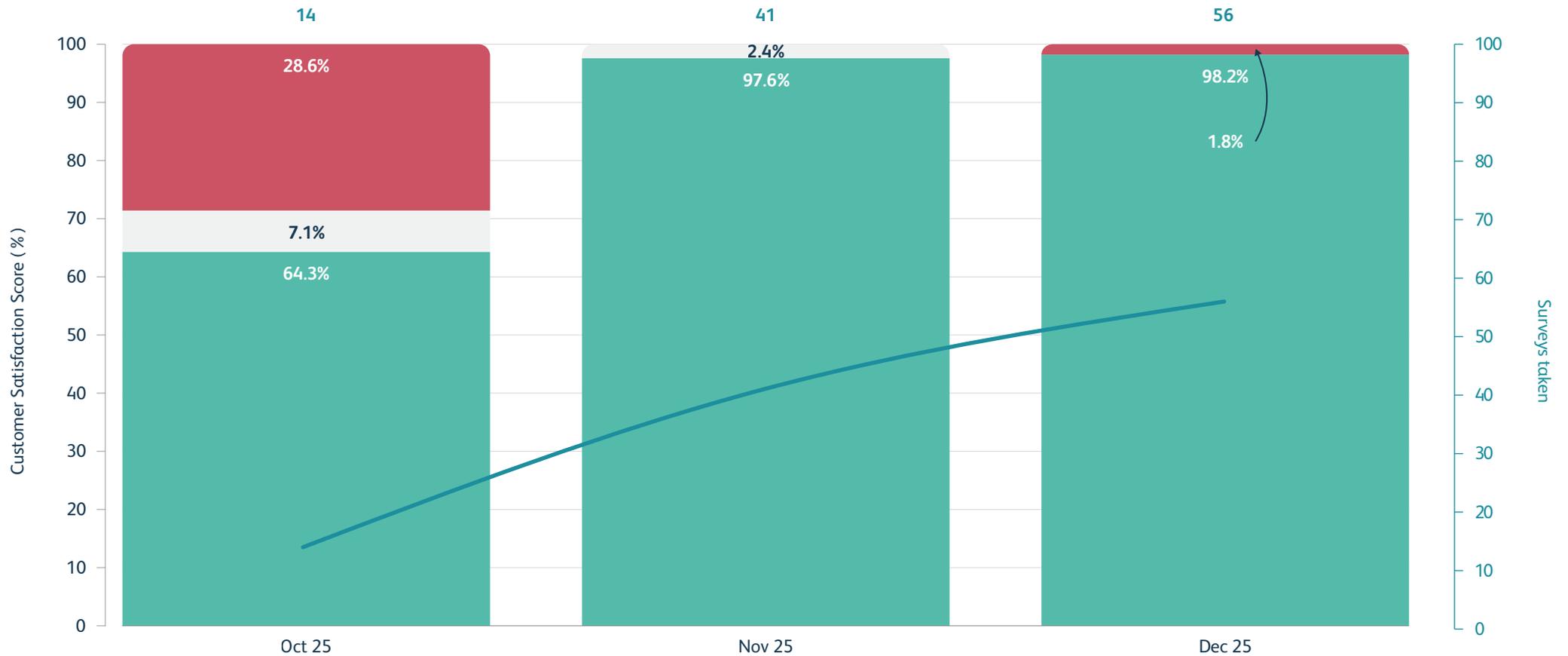
CLIENT
SPECIFIC

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 **93.7%**

● Dissatisfied ● Neutral ● Satisfied — Surveys taken





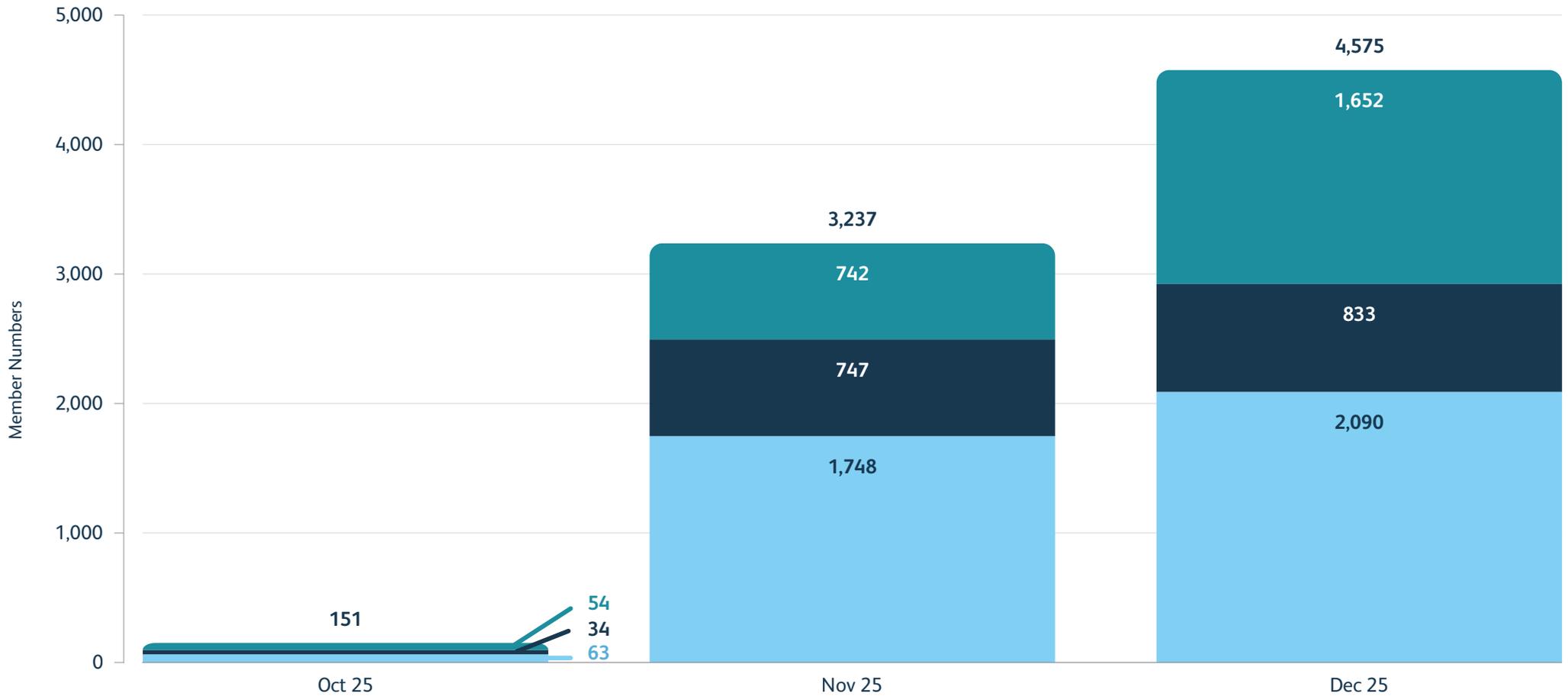
Member Online Portal

In this section...

- Total members registered
- Member Log Ins

TOTAL MEMBERS REGISTERED

● Active Members
 ● Deferred Members
 ● Pensioners & Dependents





MEMBER ONLINE PORTAL

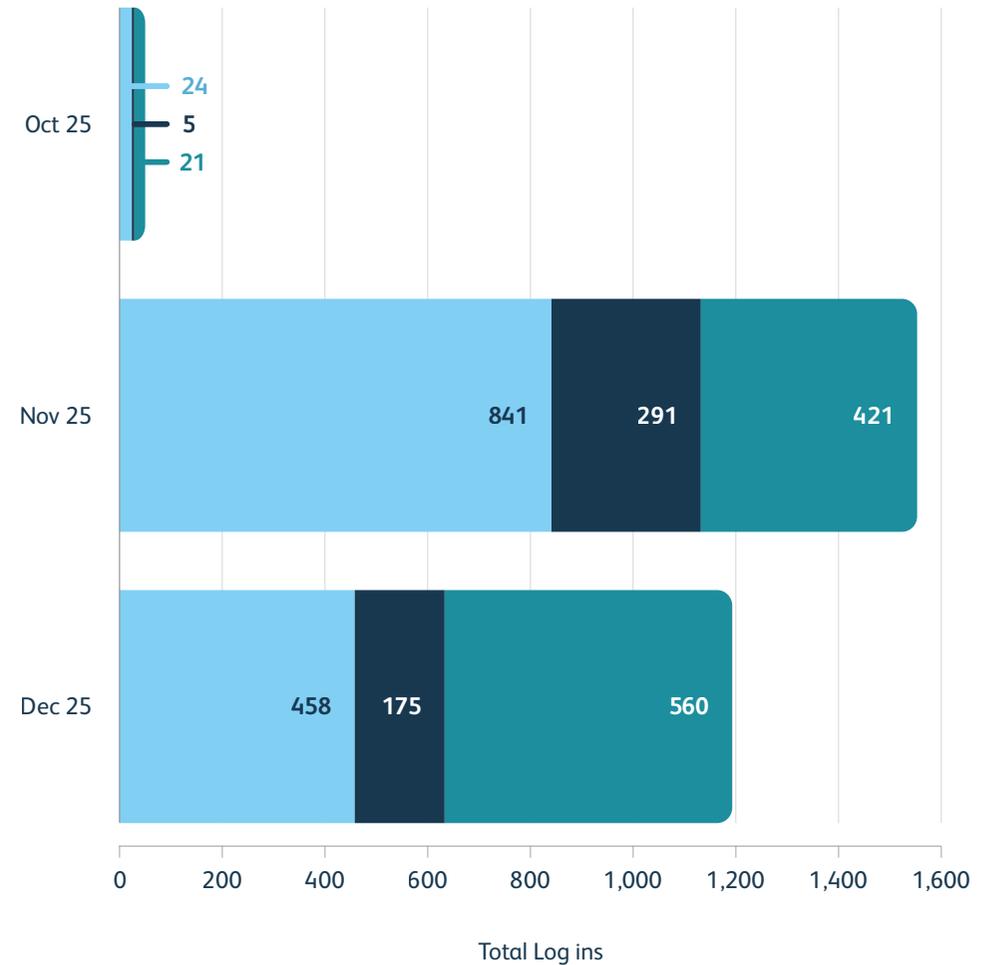
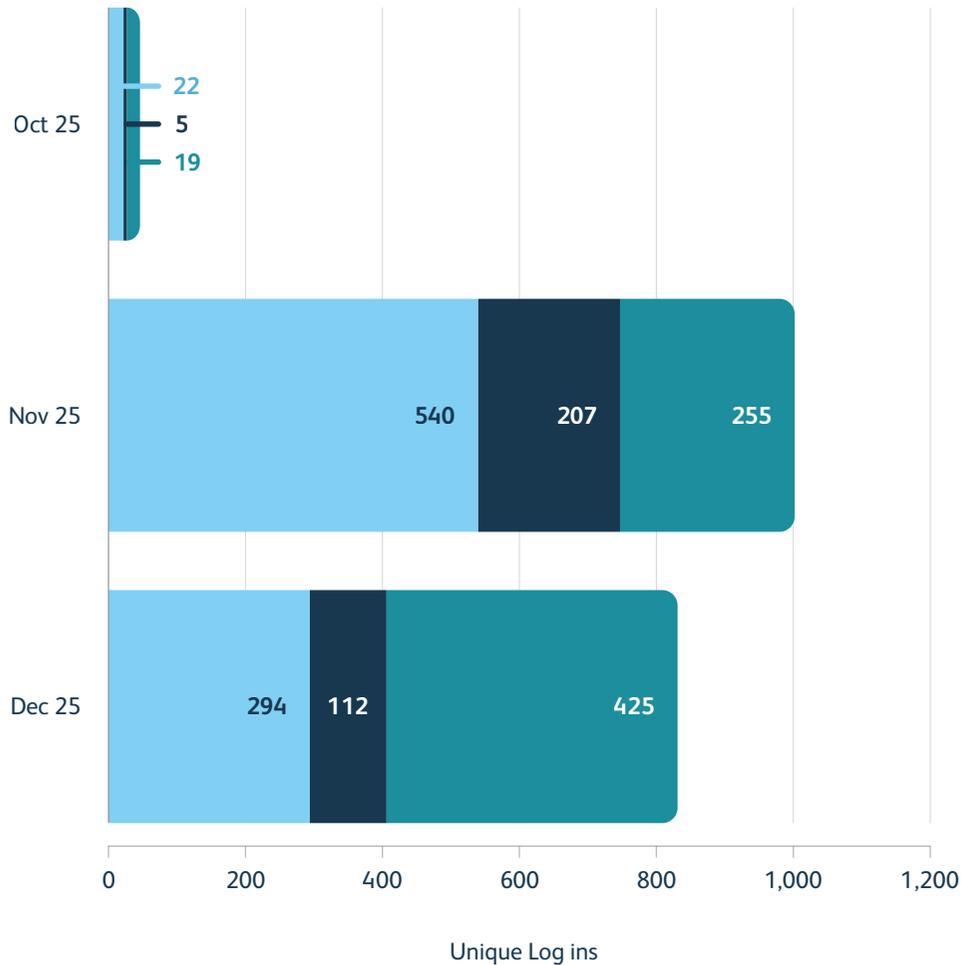
CLIENT SPECIFIC

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, whilst active and deferred members login in higher numbers in August and September to access their annual benefit statement.

● Active Members ● Deferred Members ● Pensioners & Dependents



Employer Engagement & Member Communication Activity

In this section...

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

EMPLOYER ENGAGEMENT & COMMUNICATION ACTIVITY

ALL
LG CLIENTS

Delivered

- 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).
 - 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).
- 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.
- LPPA's key employer strategy started in Q3, with the aim of providing 1-1 support through meetings with large employers, and a focus on addressing pension administration challenges, to provide solutions that improve operational performance (for example, working with employers to submit timely and accurate retirement notifications). Meetings have been positive and employers are open to collaboration and exploring process improvements.
- Several employer and member communication activities were undertaken alongside Get Online Week (w/c 20 October 2025), to promote the benefits of PensionPoint (our secure, online portal) and to encourage member to register and login. These activities included:
 1. [Employer Toolkit communications](#) – ready-made communications that employers can download to promote the benefits of PensionPoint (and other aspects of the pension scheme) for their members.
 2. [Member email communications](#) – to encourage members to register for PensionPoint.

3. [LPPA website communications](#) – straightforward and accessible case studies to help promote the benefits and ease of access of PensionPoint.

- [Pension Tracing Day](#) (26 October 2026) also featured on the LPPA website, to encourage members to locate any missing pensions.
- [Employer communications](#) were issued to encourage feedback and comment on the Ministry of Housing, Communities and Local Government (MHCLG) consultation on proposed changes to the LGPS in England and Wales.
- A [new employer Leaver Form](#) was launched in December, to make the process easier when submitting leaver details, and an email was issued in advance to ensure employers were consulted.
- [Pension Pulse](#) (newsletter) was issued to employers in October, with features including reminders on monthly returns deadlines, and retirement notifications notice period.
- Communications were issued to the LPPA Member Panel to examine attitudes towards AVC's, as well as general awareness and understanding. Feedback and insight will help shape LPPA communications in the future.
- Information on the McCloud Remedy was updated on the LPPA website for LGPS members.

Scheduled

January to March 2026

- McCloud activity will be ongoing in Q4, 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.
- Further improvements will be made to the LPPA pensions website, and the new online contact form (PensionPoint) will be launched for any remaining LG members to raise enquiries and submit documents.
- Pension Pulse (employer newsletter) communications will be issued in Q4.
- Planning will start for the annual P60 communications exercise to retired members.

EMPLOYER ENGAGEMENT & COMMUNICATION ACTIVITY

CLIENT
SPECIFIC

Employers

Date	Activity	Employer	Number in attendance
14 Oct	Onboarding Training - Employer Portal	Various	3
15 Oct	Onboarding Training - Monthly Returns	Various	3
16 Oct	Onboarding Training - Leaver Process	Various	4
21 Oct	Onboarding Training - Employer Portal	Various	2
22 Oct	Onboarding Training - Monthly Returns	Various	2
22 Oct	Onboarding Training - Leaver Process	London Borough of Hackney	1
28 Oct	Onboarding Training - Employer Portal	Various	8
29 Oct	Onboarding Training - Monthly Returns	Various	8
30 Oct	Onboarding Training - Leaver Process	Various	4
04 Nov	Onboarding Training - Employer Portal	Various	2
05 Nov	Onboarding Training - Monthly Returns	GLL	1
06 Nov	Onboarding Training - Leaver Process	Various	2
17 Nov	Employer Support Meeting - Monthly Returns	Fuel4Learning	1
19 Nov	Monthly Data Returns Training	Clapton Girls	1
19 Nov	Monthly Data Returns Training	London Development Trust	1
19 Nov	Employer Support Meeting - Employer Portal	SAAF Education	1

Date	Activity	Employer	Number in attendance
28 Nov	Employer Support Meeting - Monthly Returns	GLL	1
02 Dec	Employer Support Meeting - Monthly Returns	Fuel4Learning	1
08 Dec	Employer Support Meeting - Monthly Returns	GLL	1
09 Dec	Monthly Data Returns Training	Ultraserve London Limited	1
11 Dec	Employer Support Meeting - Monthly Returns	Fit for Sport Betty Layward School	1

Members

Date	Activity	Employer	Number in attendance
16 Dec	Making Sense of Retirement Session		1

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												

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