

Post Migration Data Improvement

for

London Borough of Hackney

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Distribution LPPA	Job Title
John Crowhurst	Chief Customer Officer
Adam Fisher	Commercial Manager
Tyrone Samuel	Head of Data and Employer Engagement
John Lahart	Project Manager (data improvement plan)
Chris Batts	Senior Client Relationship Manager
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Distribution Hackney	Job Title
Miriam Adams	Assistant Director, Pension Fund Investments & Administration
Lucy Patchell	Pensions Manager

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1 PROJECT PURPOSE

The purpose of the project is to implement the post-onboarding data improvement plan agreed by the London Borough of Hackney and LPPA.

2 BACKGROUND INFORMATION

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

During data migration for the service onboarding, it was identified that Compendia did not store all the information that UPM requires to process pension member benefits on an ongoing basis. Additionally, the data migration was made more complex by the amount of work which was being processed by Equiniti 'off system' (i.e. changes not stored in the main Compendia database, but on offline documentation).

As a result, a data issues 'flag' has been added on UPM to c17,000 Hackney member records (active and deferred status) to signify that the record cannot be processed until the data has been rectified.

For UPM functionality to work and be fully utilised, all data must be present and correct within the database. Missing or incorrect data will result in calculations, bulk processes, automation and self-service tools all failing and/or exception handled. This does not fit with LPPA's standard operating model and will require additional resource to service the work until all data issues are resolved.

The project work is expected improve the Hackney member experience, reduce regulatory risks and support Hackney Pension Fund's longer term data strategy.

3 PROJECT SCOPE

The scope of this project will include key activities to remove the data 'flag' from a significant number of active and deferred records and will ensure that Pensions Increase can be run successfully across the pensioner/dependant records in UPM during 2026.

3.1 Within scope

1. The project will fund dedicated LPPA resource to work on fixing the data issues that are required for the removal of the 'flag' from the impacted active and deferred member records. This will help facilitate the switch from the interim service model to the LPPA standard model– see examples in Appendix 2. This will also incorporate:
 - a. Bulk import of additional data to UPM from offline sources (such as historical HK221 files), as made available by Equiniti or Hackney
 - b. Running of UPM processes developed by the onboarding project to rebuild additional historical data (CARE, PIP, etc.) based on the extra data imported
 - c. A decision point on when to enable calculations on PensionPoint, subject to progress with the data fixes
2. Running of Intellica data analysis to identify other potential data issues specifically in support of the data record rebuild
3. Assessment and fixes to pensioner/dependant records so that the 2026 PI is successfully run and increases are paid on time.

3.2 Out of scope

1. Any data fixes for members who have joined the Hackney LGPS Fund since the date of migration 24/10/2025. This will be BAU ongoing activity.
2. Connection to the Pensions Dashboard – This has been changed controlled into our dedicated pension dashboard project.
3. Pensions Dashboard data readiness improvements. Any data cleanse activity required in preparation for dashboard readiness will be assessed as part of the pension dashboard project.
4. Assessment of the McCloud eligibility will be changed controlled into our dedicated McCloud project. Any work due to be completed in respect of remedy will fall outside of the scope of this project.
5. Annual Benefit Statement readiness – will be assessed outside of the scope of this project.
6. Targeted tracing for a specific group of members – this will be dealt with as part of a wider tracing exercise at the appropriate time and costs will be confirmed accordingly
7. Assessment of discrepancies against Hackney’s latest valuation submitted by Equiniti – the timings and potential costs for this work will be assessed at a later date

4 DELIVERABLES

Key deliverables will include, but are not limited to:

- Progress reports and lists of fixes by status
- Evidence of data fixes from UPM as practical and appropriate
- Regular progress meetings
- Other communications as appropriate

5 HIGH LEVEL PLAN

The main milestones are as defined during the onboarding project and subsequent data improvement progress meetings. These are subject to further definition and changes.

Data Improvement Phases	Description	Estimated Timeline (2025-2026)
Phase 1 24 Oct 2025 - 15 Jan 2026	Bulk Data Import	24/10 – 10/01
	Intellica Set Up	24/10 - 20/11
	Intellica Data Analysis (for Data Rebuild)	21/11 - 24/12
	Data Rebuild (CARE, etc.)	28/11 - 15/01
	Casework Automation (Active & Deferred)	19/12 - 15/01
	Phase 2 Planning	29/12 - 15/01
Phase 2 15 Jan - 31 March 2026	Bulk Data Import (for complex Active & Deferred)	16/01 - 02/03
	Data Rebuild (CARE, etc.) for complex Active & Deferred	16/01 - 02/03
	Casework Automation (complex Active & Deferred)	16/01 - 02/03
	Intellica Driven Priority Fixes (for Data Rebuild)	16/01 - 27/03
	Annual Pension Increase (for Data Rebuild)	05/01 - 31/03
	Phase 3 Planning	11/03 - 31/03

6 PROJECT MANAGEMENT

All work will be carried out by Local Pensions Partnership Administration Ltd (LPPA).

In general terms, the project will seek to achieve the following elements: -

- Has an acceptable level of risk that Hackney and LPPA can manage and accept
- Sufficient resources from LPPA will be provided for the duration of the project
- All work will be carried out in line with LPPA pension administration standard processes and procedures
- Project update will be provided by a monthly report by the LPPA Project Manager

6.1 Project Initiation

For this project to commence the following key point will need to take place:

- Project acceptance documents, including, PID, Work Order and LPPA standard T&C's must be signed by both parties.

7 KEY PROJECT RISKS

The major risks for this project have been identified as:

- Data gaps – there is a risk that certain historical information relating to member records cannot be made available by Hackney and this could impact the quality of the data output on the project
- Residual data issues – there is a risk that a relatively small subset of data issues cannot be fixed despite repeated iterations; a risk-based decision will be needed from Hackney on the cost vs. benefit of continuing work on those
- Valuations – there were issues with the latest valuation files submitted by Equiniti for Hackney in 2025 which reduces the value of them as a data comparator, which could limit the scope or quality of some of the data fixes
- Member experience – there is a risk of negative member experience driven by residual data issues
- TPR sanctions – The Pensions Regulator can impose sanctions on funds who do not hold correct or full information on its members; the risk will be mitigated through effective prioritisation of the fixes to reduce the highest risk areas first

A risk log will be maintained throughout the project. The relevant data related risks from the service onboarding project will be carried over into this project.

8 LINKS TO OTHER PROJECTS

Interdependencies will be managed internally by LPPA with other relevant projects in flight – McCloud, Pensions Dashboard, Pensions Increase, Annual Benefit Statements, other Intellica driven initiatives, etc.

The London Borough of Hackney will also advise if there are any changes at their end that are likely to impact the work on this project.

9 PROJECT TEAM STRUCTURE & RESPONSIBILITIES

Project Sponsor: Tyrone Samuel
Example responsibilities

- Overall **accountability** for the Project
- Provide guidance and support to the project manager
- Resolution of issues raised by senior users or project manager
- Chair project meetings
- Review risks and issues with project manager
- Approve all project documentation

Project Manager: John Lahart

Example responsibilities

- Overall **responsibility** for the Project
- Project is managed to the agreed time scales
- Authorisation for IT expenditure
- Ensure completion of key deliverables
- Responsible for project change control
- Management and update of risks and issues logs
- Provide status reports to sponsor and senior users
- Responsible for production of meeting notes, and chase action points
- Direct project team
- Project closure report and any follow-on activities

10 FINANCING

10.1 Project Costs

The project cost is specifically to fund dedicated data improvement LPPA resource for the period of 27 October 2025 to 31 March 2026.

Change control can be used nearer the end of this period to agree the resource cost for the continuation of the work after 31 March 2026 to resolve the remaining data quality issues.

The cost is to provide the dedicated LPPA resource for the period of 27 October 2025 to 31 March 2026 is £133,615 (+ Vat).

It is not expected that all records will be cleansed (i.e. data issues flag removed) by 31 March 2026 but significant progress will be delivered which will be documented through monthly updates issued by the Project Manager.

Proposed schedule of fees:

Schedule of fees	Invoice amount
01 January 2026	£44,538.33 (+ Vat)
01 February 2026	£44,538.33 (+ Vat)
01 March 2026	£44,538.34 (+ Vat)
TOTAL	£133,615.00 (+ Vat)

Payments terms are 30 days from date of invoice

The cost has been based on the following dedicated LPPA data improvement resource being assigned to the project:

1.1 FTE IT System Specialists and 0.5 FTE Operations Manager for the period 27/10/2025 - 31/12/2025

2.2 FTE IT System Specialists and 1.0 FTE Operations Manager for the period 01/01/2026 - 31/03/2026

In addition, a part-time Project Manager will initiate and maintain oversight of the project for the full period and a small amount of Civica resource will be required.

Some of the data improvement work will be carried out outside of normal working hours (ie. as overtime) – this is to ensure the operational requirements to deliver ‘business as usual’ member services are unaffected by this project.

11 PROJECT MONITORING & CONTROLS

11.1 Project Initiation Document (PID)

Currently version 1.2, this document needs to be approved by Hackney.

11.2 Status reports

A monthly progress report will be provided by the Project Manager.

11.3 Change control request process

Once this document is agreed and signed by Hackney and LPPA, any change to the Project will be managed through a Change Control system. All changes will be documented and will include reason for change, expected benefits and potential risks, time scales and costs. All changes will require sign off from the Project Sponsor and Hackney. Dependant on the change request made, additional costs may be chargeable to Hackney. No such work will begin until the agreement to pay such costs has been received from the Senior Customer.

11.4 Exception reports

An exception report will be used to identify any areas where the Project is failing to meet its success criteria for time, cost and quality expectations. The report will be produced by the Project Manager and issued by the Project Sponsor to Hackney.

11.5 Closure report

At the end of the project, the Project Manager will provide a project report which will include a statement of work completed and provide an update of the data cleanse work and number of records which still require rectifying.

12 STAKEHOLDER AND COMMUNICATION PLAN

12.1 Key Stakeholders

The main stakeholders are:

Name	Reason
Tyrone Samuel	LPPA Project Sponsor – overall accountability for the project
Miriam Adams	Hackney Assistant Director, Pension Fund Investments & Administration
Lucy Patchell	Hackney Pensions Manager

John Lahart	LPPA Project Manager – overall responsibility for the delivery of the project within timeframe and budget
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13 PROJECT APPROVAL

On behalf of Local Pensions Partnership Administration Ltd

Signature:

Name:

Date: __ / __ / ____

On behalf of London Borough of Hackney



Signature:

Name: Miriam Adams

Date: _05 / 02 / 2026_

14 APPENDIX 1. Data Validation Checks for Case Work Automation

The following checks will be used to validate the records to remove the flag in UPM and enable standard (automated) processing.

14.1 Data Validation Checks Active members

- 1) Comparing the total pension written back to the Pension Input table from the 2025 ABS database updates to the total pension from the active valuation extract provided
- 2) Comparing the total lump sum written back to the Pension Input table from the 2025 ABS database updates to the total lump sum from the active valuation extract provided
- 3) Comparing the total CARE pension prior to HMT revaluation written back to the CARE table from the 2025 CARE Revaluation database updates to the CARE pension from the active valuation extract provided
- 4) Comparing the Pre 2014 FS Pension written back to the Calculation result elements from the 2025 ABS database updates to the FS pension from the active valuation extract provided
- 5) Comparing the migrated FPP value to the FPP value on the Active valuation
- 6) Comparing if an added years contract exists on the member record to if an added years value > 0 exists on the Active valuation
- 7) Comparing if a Transfer-in purchasing service exists on the member record to if a TV in Service value > 0 exists on the Active valuation
- 8) Comparing if a Court Order exists on the member record to if a Pension Debit value > 0 exists on the active valuation
- 9) Comparing the Tapered group calculated by UPM equals the Tapered group on the active extract
- 10) Comparing if an APC on the member record to if an APC value > 0 exists on the active valuation
- 11) Comparing if an ARC on the member record to if an ARC value > 0 exists on the active valuation
- 12) Comparing if an EAP on the member record to if an EAP value > 0 exists on the active valuation

If 1) - 4) are within 1% and 5-12 equal i.e. FPP on valuation equals FPP on UPM and no added years exists on UPM and 0 on valuation file then the validations will pass and the impossible case flag will be removed, which will enable the standard automated workflow on these records.

14.2 Data Validation Checks Deferred members

- 1) Comparing the total pension calculated in the UPM Deferment calculation to the migrated deferred pension from the EQ database
- 2) Comparing the total pension calculated in the UPM Deferment calculation to the total revalued pension from the EQ deferred valuation
- 3) Comparing the total lump sum calculated in the UPM Deferment calculation to the migrated deferred lump sum from the EQ database
- 4) Comparing the total lump sum calculated in the UPM Deferment calculation to the total revalued lump sum from the EQ deferred valuation
- 5) Comparing the CARE pension calculated in the UPM Deferment calculation to the CARE pension from the EQ deferred valuation
- 6) Comparing the migrated upmfolderschemehist.dateleft to the deferment date on the deferred valuation
- 7) Comparing the migrated FPP value to the FPP value on the deferred valuation
- 8) Comparing if an added years contract exists on the member record to if an added years value > 0 exists on the deferred valuation
- 9) Comparing if a Transfer-in purchasing service exists on the member record to if a TV in pension value > 0 exists on the deferred valuation
- 10) Comparing if a Court Order exists on the member record to if a Pension Debit value > 0 exists on the deferred valuation
- 11) Comparing the Tapered group calculated by UPM equals the Tapered group on the deferred extract

If 1) - 5) are within 1% and 6-11 equal i.e. FPP on valuation equals FPP on UPM and no added years exists on UPM and 0 on valuation file then the validations will pass and the impossible case flag will be removed, which will enable the standard automated workflow on these records.

15 APPENDIX 2. Examples of Specific Data Improvements

Below is a non-exhaustive list of data issues identified during service on-boarding and the corresponding tasks (fixes).

The list will be expanded in time to include Intellica data analysis results and other sources of information.

Note: the numbers at the front are internal LPPA reference for associated tasks.

1. Tasks relating to HK221 data imports

- 9814: Hackney Off System Admin (HK 221 Spreadsheets) - Load of Earnings Data
- 10113: Insert UPMMONTHLYCONTRIBUTION entries
- As part of the CARE Reval/ABS process, it checks that all monthly contribution entries have been transferred and that the sum of the CARE earnings on both earnings and monthly contributions earnings equal.
- 10114: Update to active data cleanse component map to check for complete earnings in YOL
- A check will need adding into the active data cleanse map to ensure all earnings are up to date on the earnings table for the YOL. This may mean reviewing the HK221 files and manually adding in each month.

2. Tasks to improve data accuracy and consistency (others might be added in future assessments)

- 9946: ('B','P','PEX') members with no Date pension commenced on UPMFolder (3 members)
- 10042: Active Members with GMP FE Date but no GMP FE value (33 members)
- 10025: Added Years contracts - need to determine if buying 60th or 80th pension (235 members)
- 9978: Added Years contracts - NULL EXPDATEENDED (2 members)
- 9955: Added Years contracts purchasing no benefits (1 member)
- 10024: APC CONTRACTS MIGRATED AS UPMTRANSFERIN entries incorrectly but maybe shouldn't be APC or UPMTRANSFERIN entries (2 members)
- 9956: Beneficiaries and ex-spouse with service records to delete (985 members)
- 10010: Beneficiaries with incorrect spouse pension types (1 member)
- 10050: Beneficiaries with short term due to cease shortly (12 members)
- 10080: CARE member pensioners do not have 1st April following leaving HMT increase Pension entry (1630 members)
- 10081: CARE spouse pensioners do not have 1st April following leaving HMT increase Pension entry (519 members)
- 10032: Concurrent employment looks incorrect (289 members)
- 10047: Create PR Future Review Dates (1844 members)
- 10040: DC2 - Pension History mismatches with pay elements and looks incomplete (1 member)
- 10089: Deferment element Post 88 Exit GMP exists but not a Total Exit GMP element (2686 members)
- 9969: Deferred Retirements - Pensions been created all as Basic rather than split between basic and PI (3875 members)
- 10111: Delete migrated monthly contributions data (119 members)
- 9975: Delete spouse entries for Pre 14 leavers (24256 members)
- 10086: Duplicate Crystallised benefit date entries (1199 members)
- 10031: Duplicate folder status history effective dates (285 members)
- 9953: Duplicate PI Override Date Folder Extra elements (444 members)
- 9958: Duplicate service end dates (96 members)

- 9964: Duplicate Service Start Dates (80 members)
- 9979: Ees ARC Pension contract - no pension being bought (2 members)
- 10018: EQ to UPM Gross Earnings Reconciliation Issue (Affecting 93 members)
- 10017: EQ to UPM Pension reconciliation issues (10 members)
- 9976: Folder Scheme Hist Date Left + 1 day <> minimum folder status entry after latest active entry (2 members)
- 9988: Folder Scheme Hist date left before date joined (59 members)
- 10057: Folder status of 'A' and folder status <> 'A' at the same date (260 members)
- 10026: Folder status on folder and folder status history is inconsistent (15997 members)
- 9998: Incorrect UPMTransferin.Transferschemetypefg (32 members)
- 9980 - 9959: Invalid member movement (3347 members)
- 9959 - 10067: Invalid statement movements (183 members)
- 10058: Members with folder status history entry prior to minimum active entry (6 members)
- 9957: Members with no active folder status history (1155 members)
- 9985: Members with no pension history entries (15 members)
- 10021: Members with no service records (158 members)
- 9977: Missing TOTALSPAGMP Retirement element (407 members)
- 10046: Need to create child review dates (109 members)
- 9973: Negative retirement element values (337 members)
- 9972: Negative transfer-in element values (7 members)
- 10054: No Pension and Lump Sum Before/after conversion retirement elements (2404 members)
- 10020: No pension entry at date pension commenced (3305 members affected)
- 9999: Non-Active statuses but date left on folder scheme hist is not populated (431 members)
- 10079: Non-deferred members who have left Post March 2014 who incorrectly have no CARE pension elements (17 members)
- 10087: Pension Sharing orders - missing data on UPMCOURTORDERDEDUCTION and UPMCOURTORDERDEDELEMENT (46 members)
- 10083: Pension values appeared to have decreased whilst in payment (99 members)
- 10056: Pensioner / Pension Ex-spouse with no retirement table (9 members)
- 9971: Pensioners with no PI Override date (9 members)
- 10082: Pensioners with 'PI on Pre 2012 ARC Pension' element but not 'Pre 2012 ARC Pension' element (3 members)
- 10030: Post 14 leaver with no CARE Pension elements (54 members)
- 9954: Pre 14 leaver pensioners with no FPP element (375 members)
- 9992: Pre 14 leavers with CARE Pension element (10 members)
- 10048: Pre April 2016 PR members with no migrated NI (537 members)
- 10039: Preserved Refund migrated as 'I' (1365 members)
- 10044: Retirement element POST88SPAGMP exists but not TOTALSPAGMP (881 members)
- 9991: Service - Part time members with part time hours of 0 (2 members)
- 10028: Service dates not continuous (1160 members)
- 9996: Service entry should be an APC contract? (2 members)
- 10045: Service not continuous (1160 members)
- 9997: Service records but should be transfers-in (51 members)
- 9989: Service records with more than 1 null end date (23 members)
- 10027: Service type <> Concurrent but part time hours are > full time hours (57 members)
- 10000: Service/Status Hist/Scheme hist dates not aligned (291 members)
- 10049: Tier 3 IHR with no review date (19 members)
- 10099: Unknown Default email address (8867 members)
- 10019: UPMFOLDER - Date Pension Commenced differs to folder status history effective date for when pension should have commenced (1 member)

- 10016: UPM Pension date effective is prior to latest PI date (165 members affected)
- 10088: UPMSchemeCONTRIBUTION - 50/50 members (453 members)
- 9994: UPMService - Post 14 interfund service (1377 members)
- 10029: UPMTRANSFERIN - entries have no transfer-in benefits purchased (13 members)
- 10038: UPMTRANSFERIN.POST2005YEARS AND POST2005DAYS (99 members)
- 10041: UPMTRANSFERINELEMENT - DQSTART but no DQEND date (6 members)