

LPP

Local Pensions Partnership
Administration

Quarterly Administration Report

Hackney Pension Fund
1 January 2026 - 31 March 2026

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.

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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).

Page 19

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 Q4 2025/26 (January – March 2026)

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 38 seconds.

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 95.9% and 77.1% 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:

- Data improvement work
- Significant regulatory change including McCloud remedy, Pensions Dashboard and LGPS Access and Fairness 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.

Progress on data improvements has been very positive with 95% of in scope data issues resolved by 31 March. The remaining issues continue to be worked on with focus on those potentially impacting Annual Benefit Statements.

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 are bringing Hackney into our wider McCloud project and carrying out further validation on eligibility and assessment of benefits in payment and transfers and establishing BAU processes.

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

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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.

Hackney will benefit from a number of automation and digital improvements delivered for other clients as part of this project over the last year, as part of BAU processing once records are validated as part of the data improvement project.

Message Centre

Rollout of the new Message Centre for members via Pension Point (secure member portal) was completed for Hackney in 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.

Fund Membership

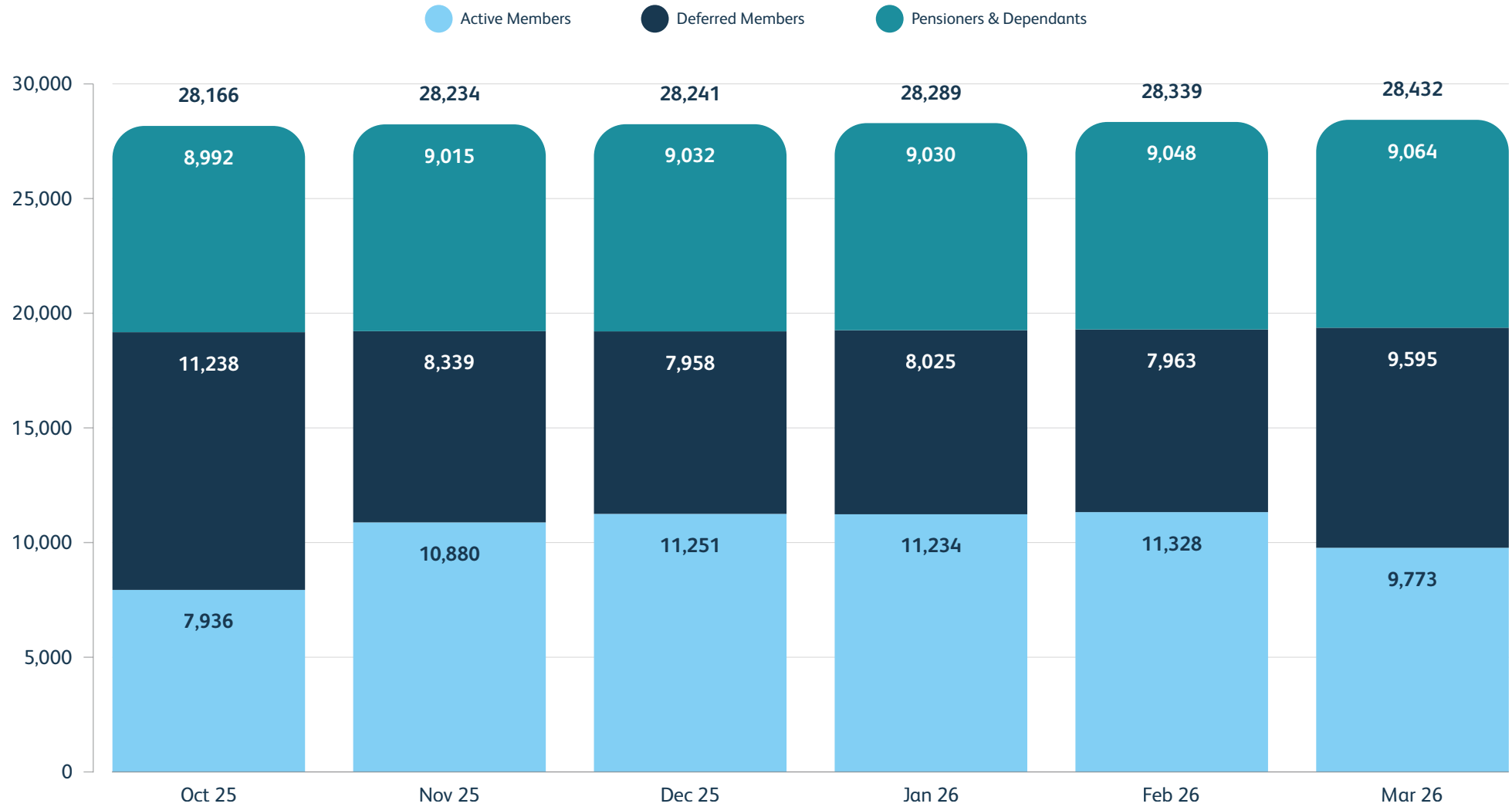
In this section...

- 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

CLIENT
SPECIFIC

PERFORMANCE – ALL CASES

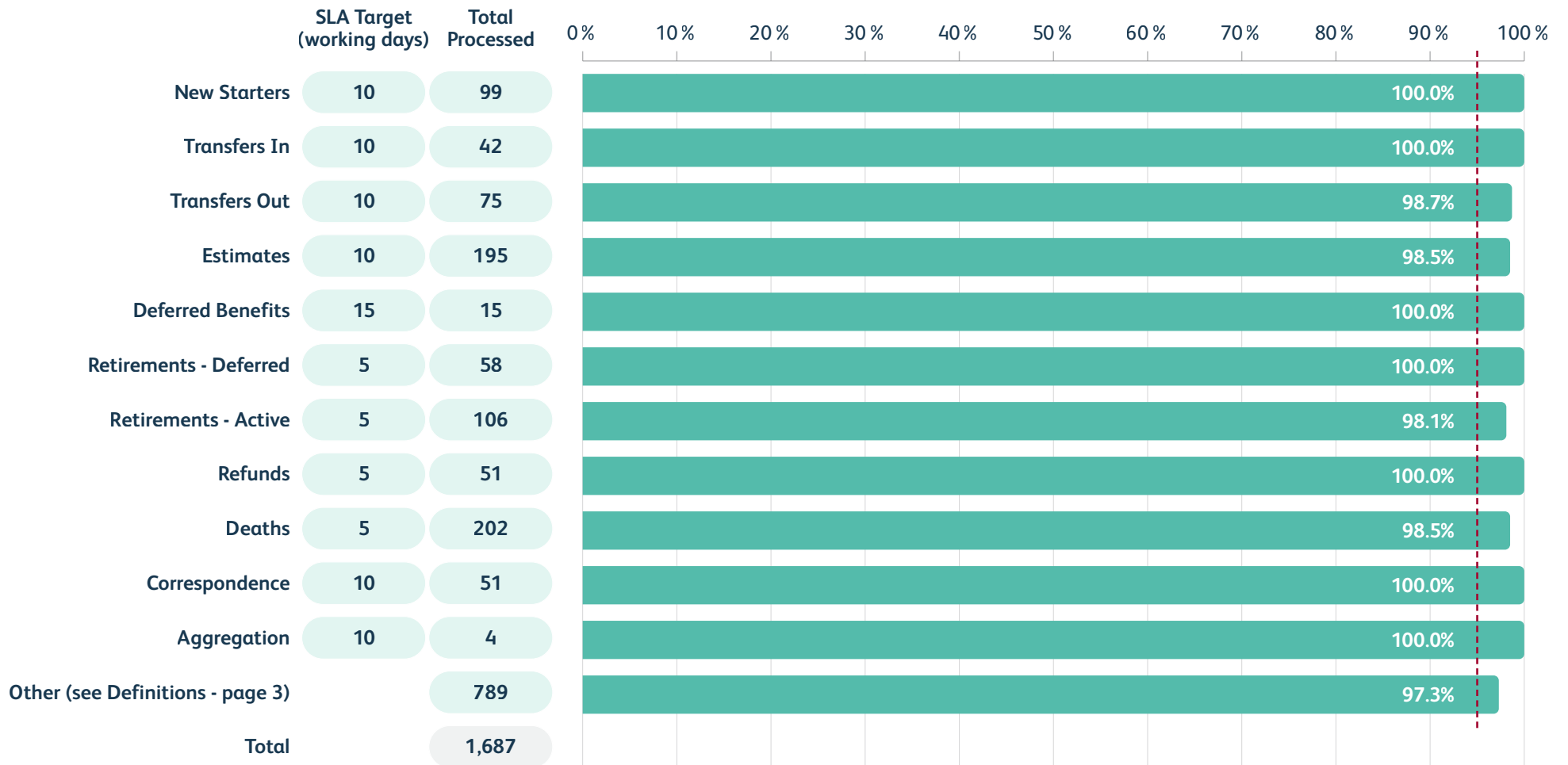


CASEWORK PERFORMANCE

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 01/01/26 | Received (Inbound) | Completed (Outbound) | Work in Flight as of 31/03/26 |
|------------------------|-----------------------------|--------------------|----------------------|-------------------------------|
| New Starters | 3 | 129 | 132 | 0 |
| Transfers In | 367 | 155 | 177 | 345 |
| Transfers Out | 165 | 194 | 99 | 260 |
| Estimates | 31 | 230 | 218 | 43 |
| Deferred Benefits | 196 | 179 | 168 | 207 |
| Retirements - Deferred | 69 | 205 | 162 | 112 |
| Retirements - Active | 91 | 220 | 199 | 112 |
| Refunds | 12 | 128 | 76 | 64 |
| Deaths | 227 | 311 | 262 | 276 |
| Correspondence | 244 | 145 | 274 | 115 |
| Aggregation | 27 | 81 | 39 | 69 |
| Other | 125 | 764 | 843 | 46 |
| Total | 1,557 | 2,741 | 2,649 | 1,649 |

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...

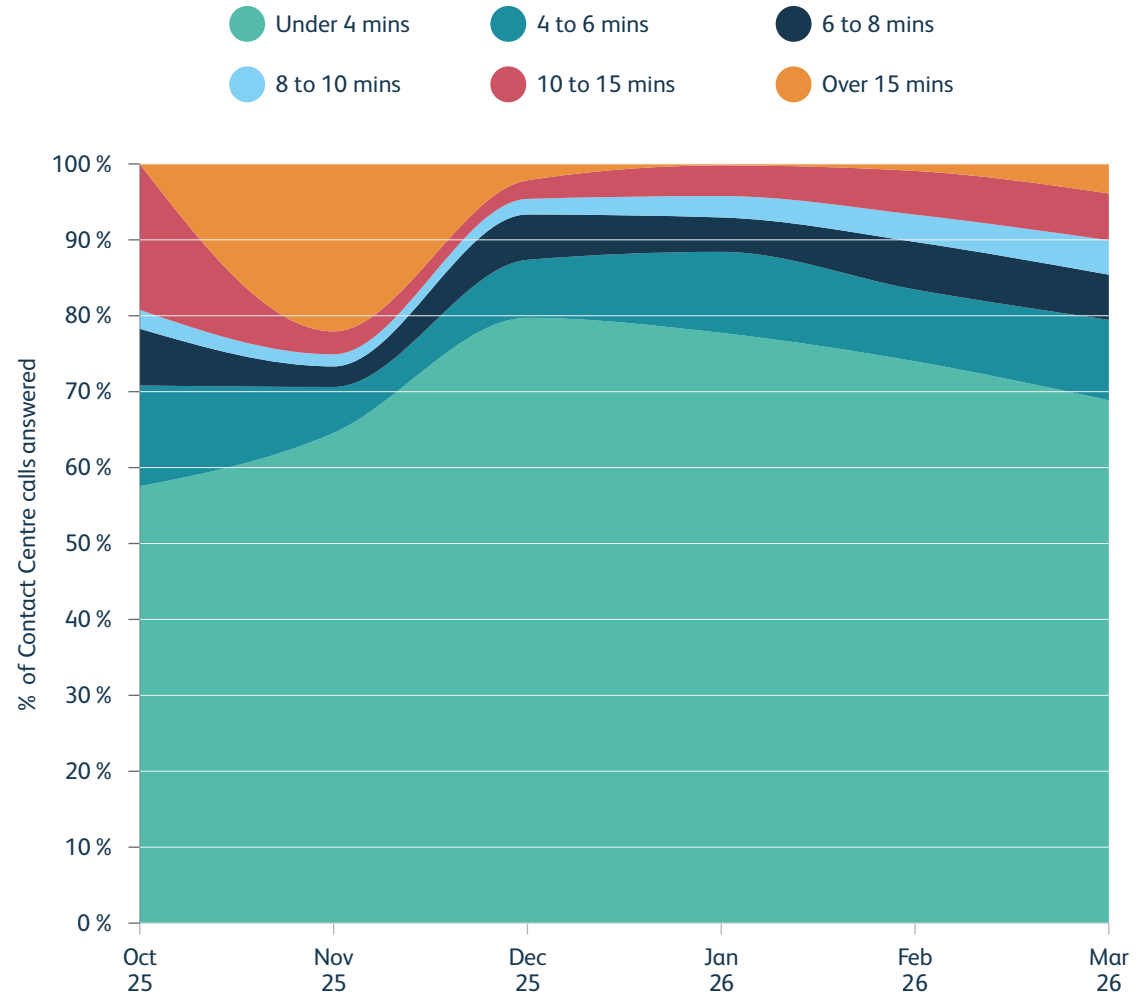
- Wait time range
- Calls answered

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% | 0.0% |
| Nov 25 | 81.1% | 7.6% | 3.4% | 2.0% | 3.8% | 27.7% |
| Dec 25 | 81.4% | 7.8% | 6.1% | 2.1% | 2.5% | 2.2% |
| Jan 26 | 77.2% | 10.6% | 4.5% | 2.8% | 4.0% | 0.2% |
| Feb 26 | 72.0% | 9.2% | 6.1% | 3.5% | 5.6% | 0.9% |
| Mar 26 | 63.7% | 9.8% | 5.5% | 4.2% | 5.7% | 3.6% |



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. 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 38 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

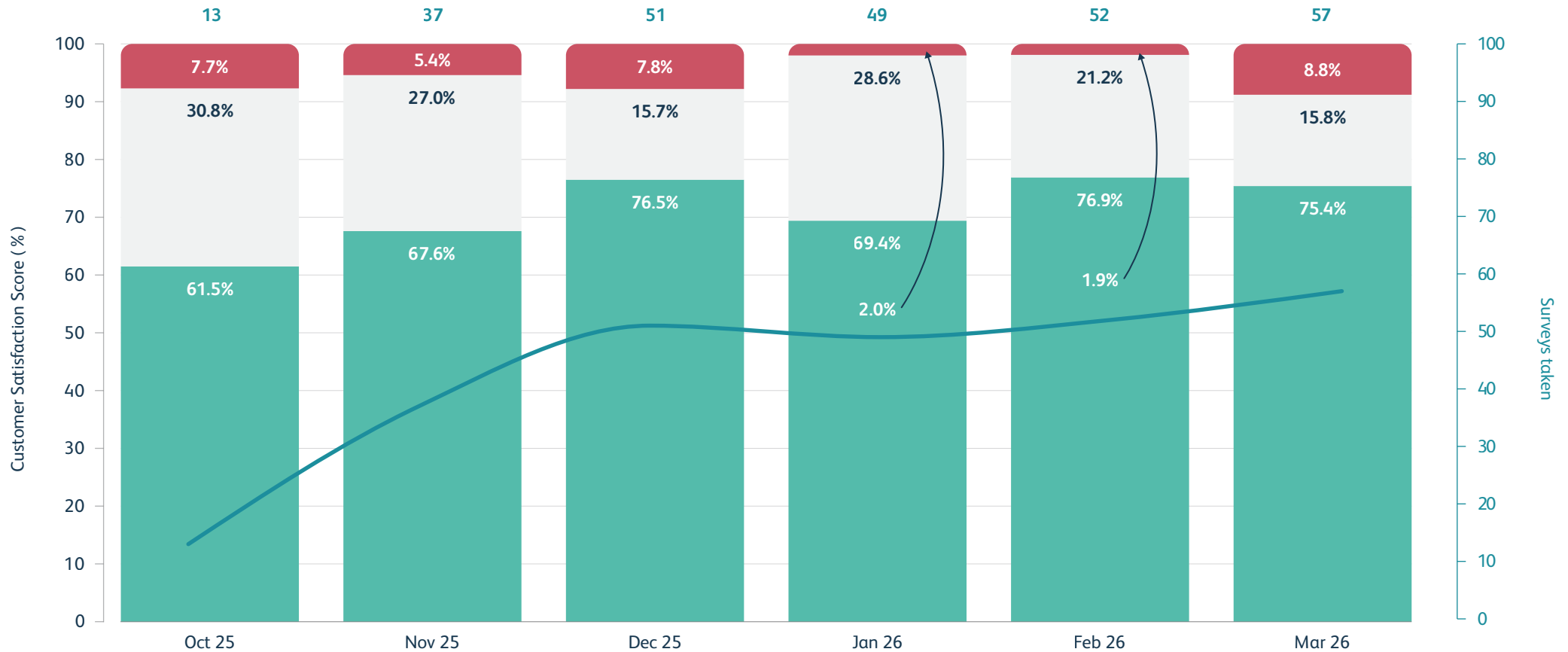
Please note:

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

74.1%

● Dissatisfied
 ● Neutral
 ● Satisfied
 — Surveys taken



CUSTOMER SATISFACTION SCORES

CONTACT CENTRE CALLS SATISFACTION - AGENT

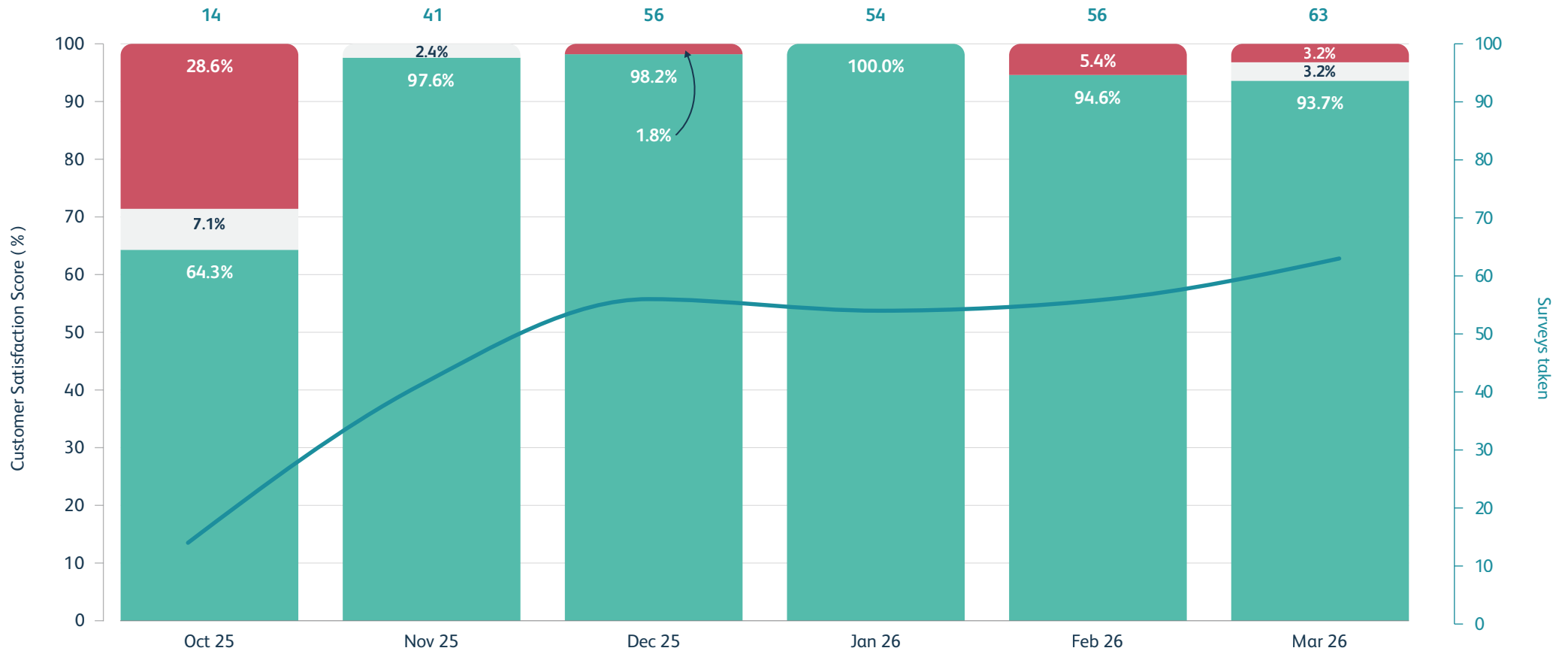
CLIENT
SPECIFIC

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 **96.0%**

● Dissatisfied
 ● Neutral
 ● Satisfied
 — Surveys taken





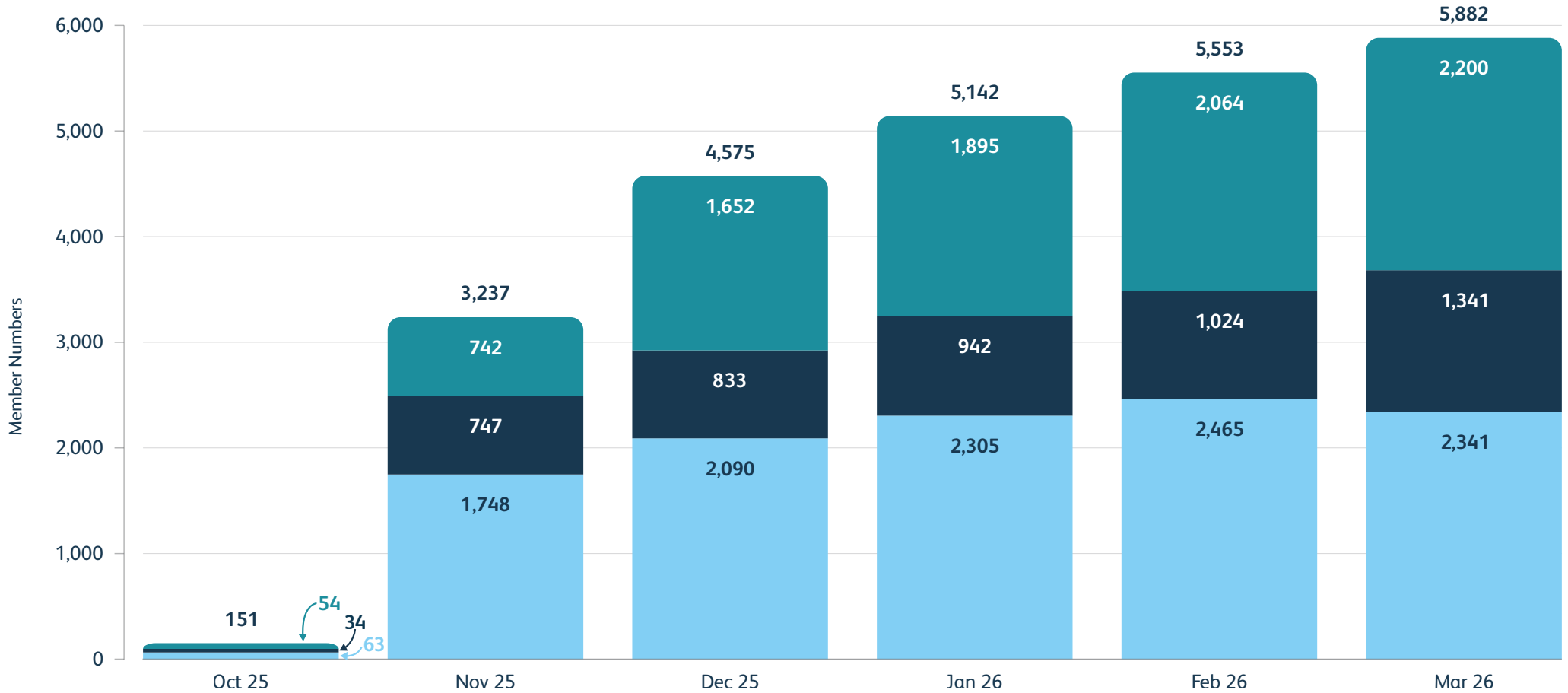
Member Online Portal

In this section...

- Total members registered
- Member Log Ins

TOTAL MEMBERS REGISTERED

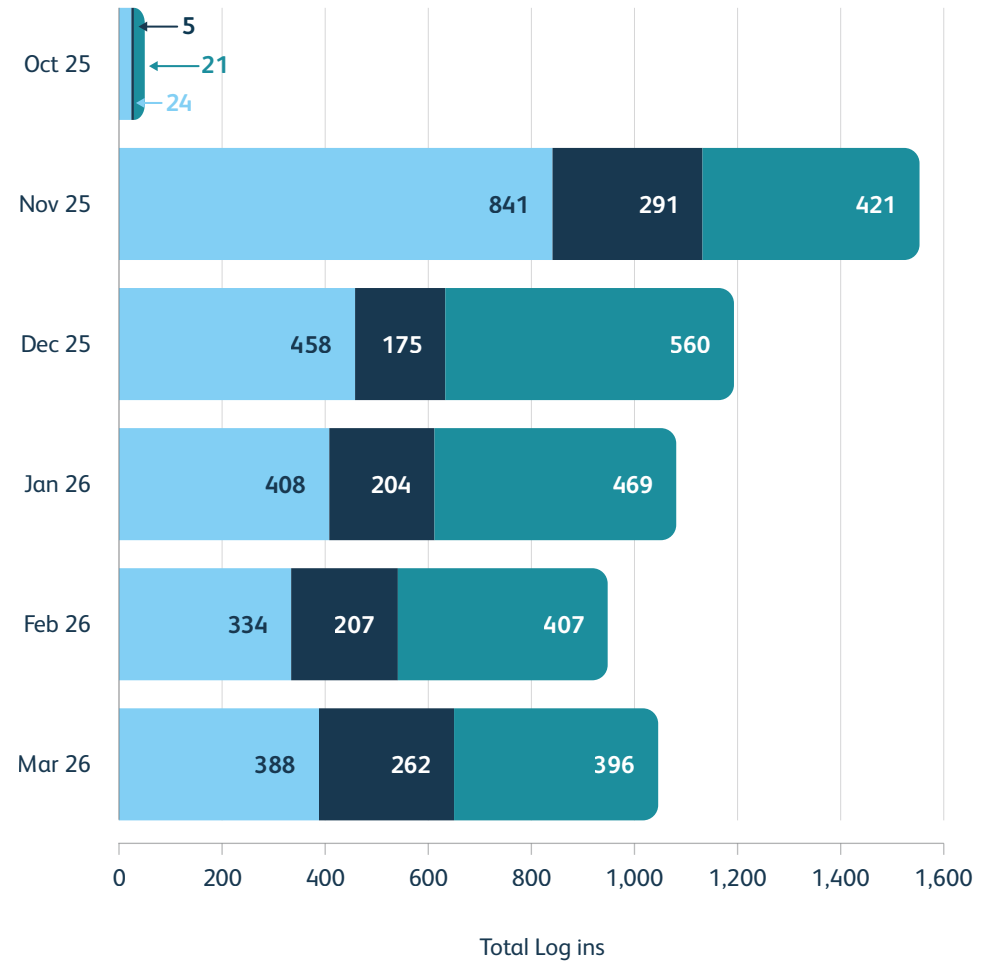
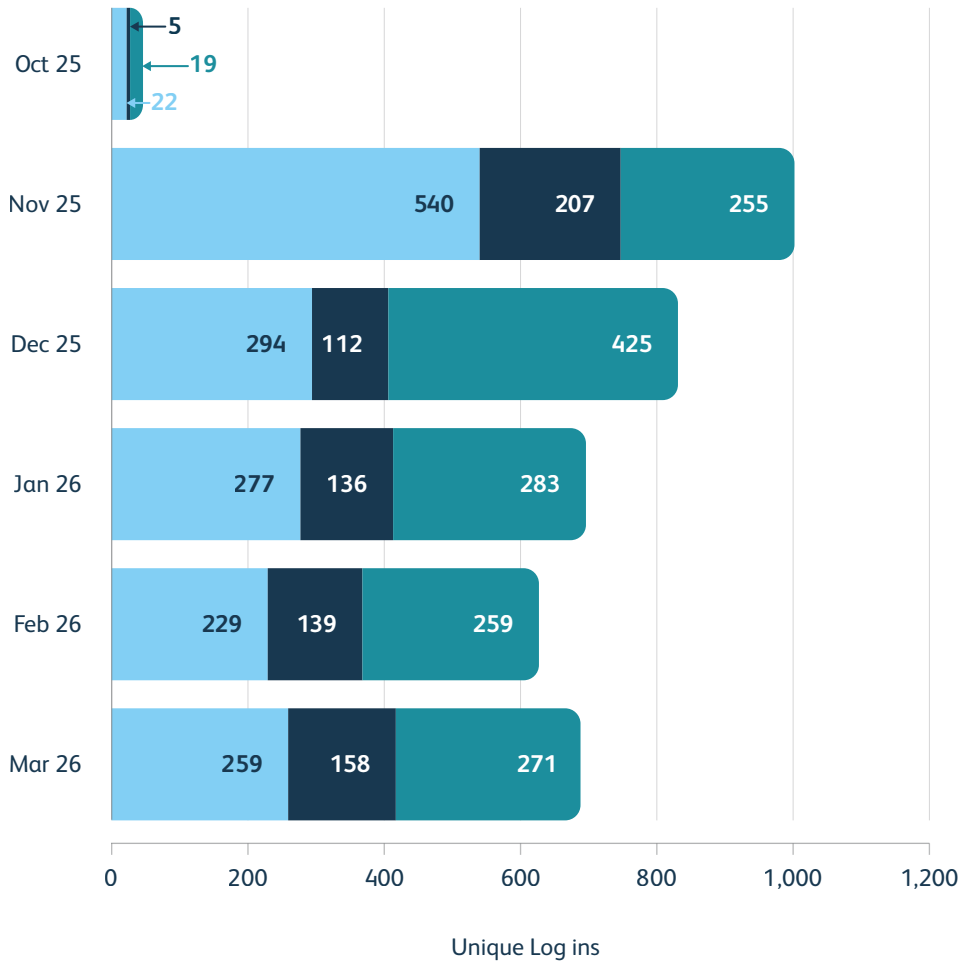
● Active Members
 ● Deferred Members
 ● Pensioners & Dependents



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

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 |
|------------|------------------------------------|------------------------------------|----------------------|
| 08/01/2026 | Employer Support - Monthly Returns | The Boxing Academy | 1 |
| 13/01/2026 | Monthly Returns Training | The Bridge Academy | 1 |
| 14/01/2026 | Scheme Leavers Training | The Bridge Academy | 1 |
| 23/01/2026 | Employer Support - Monthly Returns | Fuel4Learning | 1 |
| 04/02/2026 | Employer Support - Monthly Returns | Fit for Sport Betty Layward School | 1 |
| 17/02/2026 | Employer Support - Monthly Returns | The Boxing Academy | 1 |
| 19/02/2026 | Employer Support - Monthly Returns | Fuel4Learning | 1 |
| 02/03/2026 | Employer Support - Monthly Returns | The Boxing Academy | 1 |

Members

| Date | Activity | Employer | Number in attendance |
|------------|------------------------------|---------------------------|----------------------|
| 09/02/2026 | Making Sense of Your Pension | London Borough of Hackney | 2 |

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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