

your
pension
service

LANCASHIRE COUNTY PENSION FUND

Annual Administration Report

1 April 2018 to 31 March 2019



Administered by

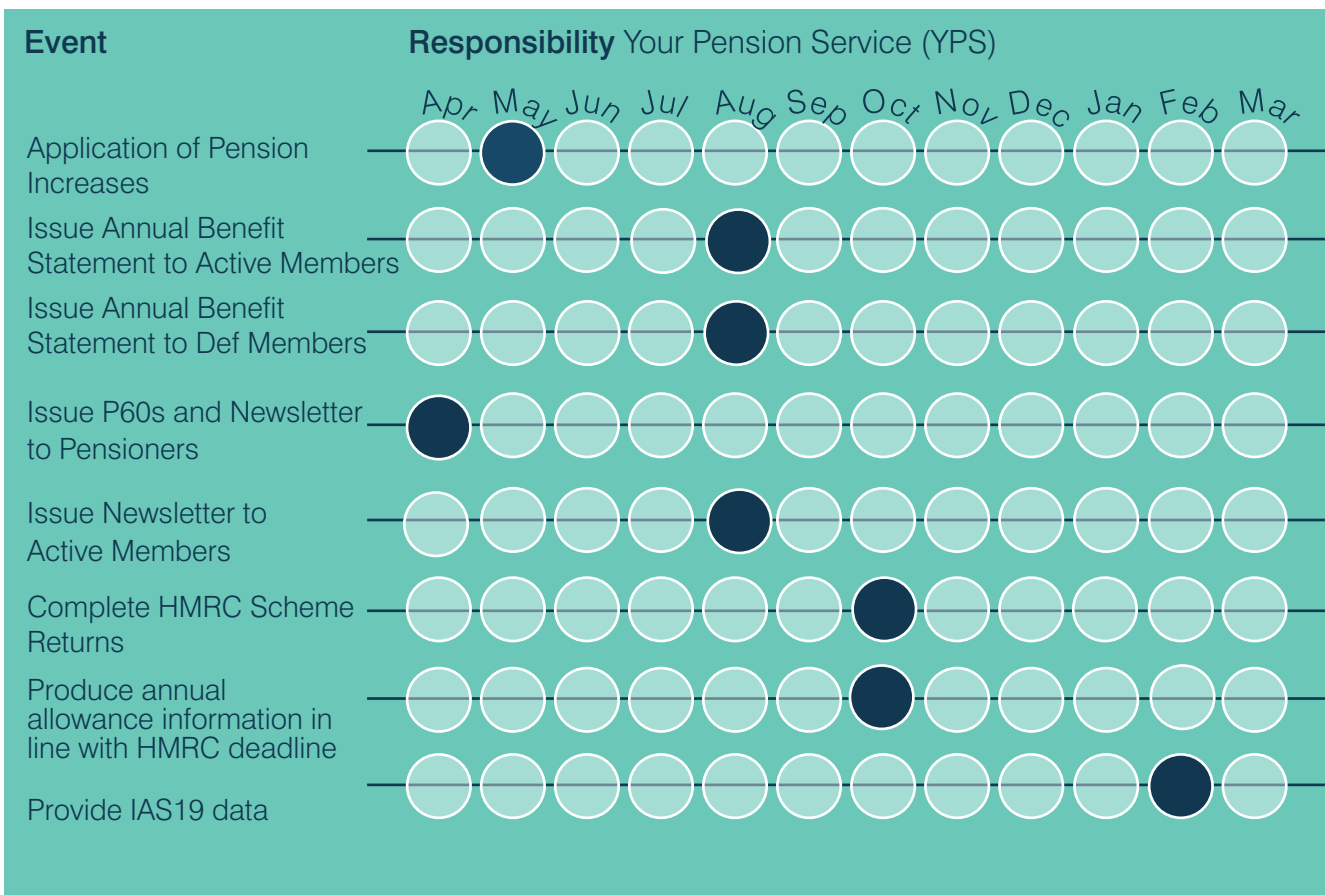


1. INTRODUCTION

Purpose

This administration report is produced in accordance with the Service Level Agreement (SLA) for the provision of pension administration services to Lancashire County Pension Fund. The report describes the performance of Your Pension Service (YPS) against the standards set out in the SLA during the period 1 April 2018 to 31 March 2019.

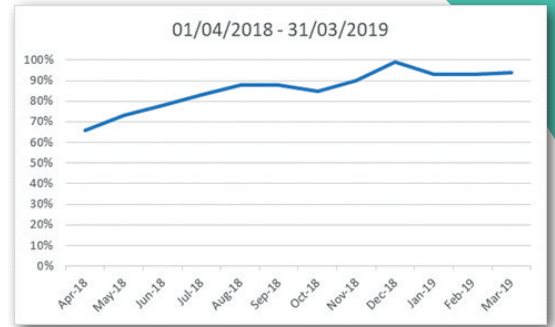
Annual Plan – 2018/19



2. PERFORMANCE STANDARD

Service Level Agreements

The SLA performance reported in this document is based on the types of cases detailed below. However, LPP also process other case types for members of the scheme which are outlined in the SLA or are critical to providing the pensions administration service. Whilst performance from April has been below SLA, improvements can be identified as the months progress. April 66%, May 73%, June 78%, July 83%, August 88%, September 88%, October 85%, November 90%. December 99%, January 93%, February 93%, March 94%.



LGPS

Performance Standard (Annual)

Performance Standard (Annual)	Cases b/f & received	Cases completed	Within SLA	% Within SLA	Target	Cases ongoing
Estimate benefits within 10 working days	5,978	5,889	5,070	86%	95%	89
Calculation of retirement benefits within 10 working days *	5,434	4,500	4,000	90%	95%	934
Calculation of death benefits within 10 working days	3,785	3,374	2,809	83%	95%	411
Implement change in pensioner circumstance by payment due date	1,343	887	861	97%	95%	456
Respond to general correspondence within 10 working days of receipt	2,068	1,859	1,563	84%	95%	209
Action transfers out within 10 working days	2,481	2,378	1,801	76%	95%	103
Action transfers in within 10 working days	2,609	1,916	1,398	73%	95%	693
Pay refunds within 10 working days	4,053	3,643	3,369	92%	95%	410
Provide leaver statement within 10 days	6,933	5,649	5,003	89%	95%	1,284
Amend personal records within 10 working days	2,669	2,542	2,540	99%	95%	127
Total	37,353	32,637	28,414	87%	95%	4,716

Target Missed

Target Hit

*The 'calculation of retirement benefits within 10 working days' refers to how many cases have been processed during the period. Not all cases processed will result in a pension being paid as members are able to defer payment of their benefits up to age 75. Those that have continued to payment stage are shown in the Customer Service section of the report.

3. MEMBERSHIP

Fund membership

Lancashire County Pension Fund	31/03/18	31/03/19
Number of active scheme members		
County council	25,126	25,721
Other employers	26,220	27,422
Total	51,346	53,143
Number of pensioners		
County council	23,722	24,692
Other employers	23,723	24,651
Total	47,445	49,343
Number of deferred pensioners (includes pending leavers)		
County council	37,410	37,691
Other employers	35,873	36,299
Total	73,283	73,990
Total membership	172,074	176,476

There were 5,089 pending leavers as at 31/03/2019, which for the purpose of this report have been moved from active status to deferred status.

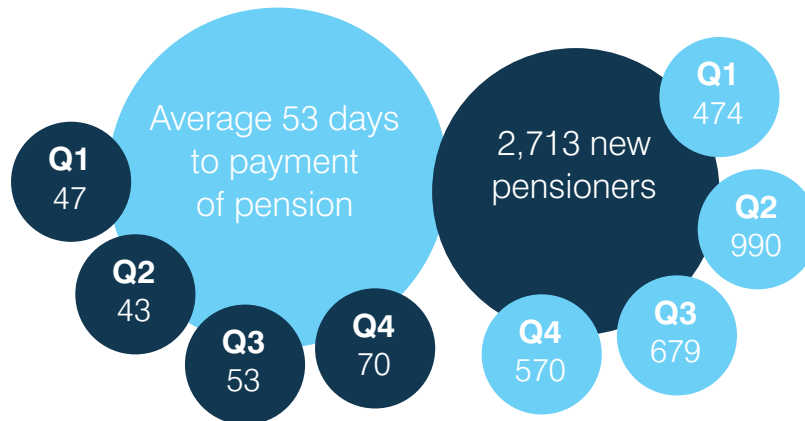
The pending leaver figures for the period ending 31/03/2018 had also been adjusted to 5,955.

	Q1	Q2	Q3	Q4
Pending Leavers	5,955	6,278	6,498	5,089

4. CUSTOMER SERVICE

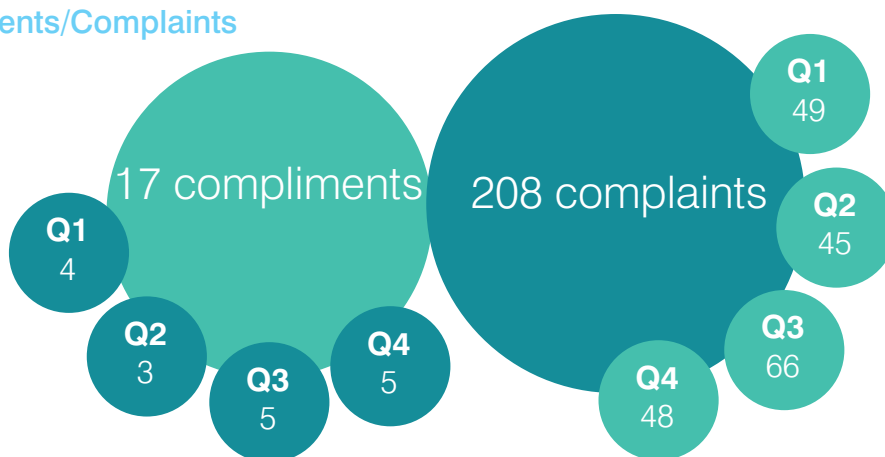
Retirement Experience

Elapsed time from notification of retirement to date retirement processed .



The average 70 days to payment of pension reported for Q4 is due to the bulk closure of cases where members could not be contacted, most of which were approaching 365 days elapsed time in our case management system.

Compliments/Complaints



During the period the service received 17 compliments, these related to the helpful, prompt and professional service provided by the staff within Your Pension Service.

The complaints in general related to scheme rule changes and delays in processing benefits, it is worth noting that this was at times due to pending information from the employer or previous scheme provider.

5. EMPLOYER RISK

Admissions and Terminations

During the period 1 April 2018 to 31 March 2019 36 new admissions to the Fund have been completed. These arose from existing Fund employers contracting out services and academy conversions 33 employers left the Fund in the period.

36 New employers completed in the above period

Academy Conversions	13
Admission Bodies (Contractors)	23
Other (if there are any)	0
Total	36

33 Exiting employers completed in the above period

Charities	2
Housing	6
Admission Bodies(Contractors)	23
Other	2
Total	33

LCPF admissions and exits in progress at 31/03/2019

Admissions

Academy Conversions	15
Admission Bodies (Contractors)	13
Total	28

Exits

Academy Conversions	17
Housing	1
Total	18

6. COMMUNICATIONS

Engagement

Communications are delivered by the Engagement Team, they are the link between Your Pension Service scheme members and employers.

Employers

Employer engagement activity for 1 April 2018 to 31 March 2019

Activity	Numbers Delivered
Employer Visit	12
Employer Training	5
Practitioners Conference	1

Scheme member

Member engagement activity for 1 April 2018 to 31 March 2019

Activity	Numbers Delivered
Pre Retirement Course	28
Pension Surgery	18
Scheme Basics	21
Stall Holder	1
Redundancy Presentation	1
TUPE Presentation	3

Contact Centre

A dedicated Contact Centre is the first point of contact for both scheme members and employers. Over the period 86.52% of calls were successfully answered against a target of 90%. Call wait time has been amended to measure from when the caller selects an option in line with industry standard.

In previous reports the Lancashire County Pension Fund and Cumbria County Pension Fund calls have been recorded together. The below revised table now provides Lancashire County Pension Fund calls only.

Lancashire County Pension Fund	Annual	Q4
Total Calls answered	39,303	10,629
Connect Rate	86.52%	95.82%
Call Waiting (Max)	00:33:22	00:14:09
Call Waiting (Avg)	00:03:36	00:01:28
Talk Time (Avg)	00:04:53	00:05:04
Wrap Time (Avg)	00:01:14	00:00:43
Total Time on Call (Avg)	00:06:26	00:06:33

Call Category

Lancashire County Pension Fund	Annual
General Enquiries	34,353
Pensions Online	3,678
P60	1,272

Contact Centre Satisfaction Survey

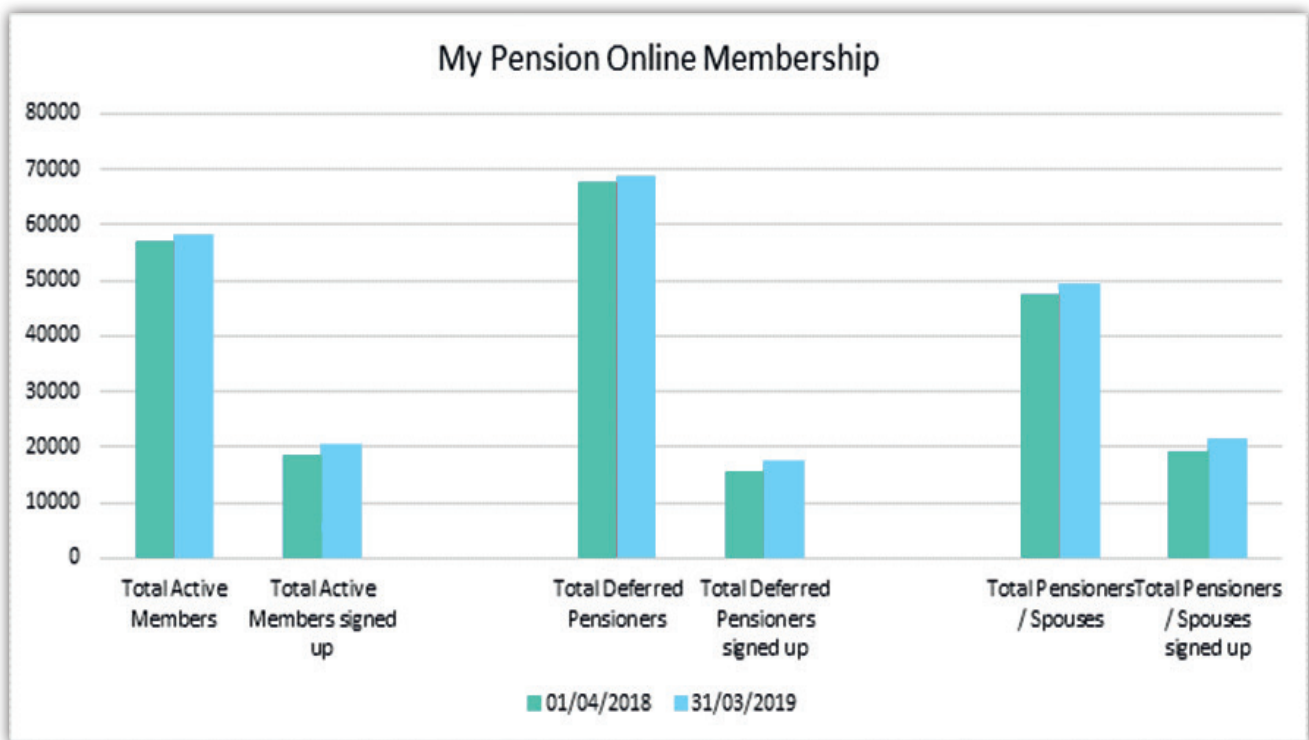
In January we introduced a satisfaction survey to better understand our members satisfaction with the service we provide. Since implementation we have been able to survey 17.12% of our callers with on-boarding now increasing to over 30% on average. Of this 17.12%, 92.46% of them provided us with an indication they were satisfied with our service, providing us with an average score of 4.67 out of 5.

7. MY PENSION ONLINE (MPO)

My Pension Online is the online facility which allows members to manage their Pension online. Via My Pension Online members can:

- Securely update changes to their contact and bank details
- Run pension forecasts to assist with retirement planning
- View annual benefit statements and other correspondence
- View nominated beneficiaries
- Access relevant forms and guides
- See how their pension is growing
- Contact YPS

My Pension Online was first launched in 2013 and since then 58,802 members have signed up to view their pension online. We recently launched a 'refreshed' version of My Pension Online which aims to enhance the online experience for all members.



Employer Services Online (ESS)

Currently there are 194 users registered to access the online employer facility this is across 101 employers. In the main, the service is used to view member records and calculate estimate of benefits, including pension strain.

**an audit of users is carried out at year end, those who have not accessed ESS within a 12 month period are deleted.