

LOCAL PENSIONS PARTNERSHIP

Pensions Administration Update

Lancashire County Pension Fund – Local Pensions Board

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July 2020

LPP
Local Pensions Partnership

Pension Administration Overview – What We Do...

Pensions Administration

We manage all pensions administration including processing of retirements, deaths, transfers, new starters, leavers and aggregation. 3 locations; Preston, Havering and Hertfordshire

Helpdesk

Our Helpdesk in Preston takes all incoming telephone calls to the member helplines and is the first point of contact for incoming email enquiries

Regulatory Requirements

We ensure that we meet all regulatory requirements, e.g. issuing of Annual Benefit Statements and P60s

Data & Payments

Our data team ensures member records are up to date and correct. They manage data submissions for the triennial actuarial valuation.

Our payroll team ensure pensions are paid correctly and on time.

Business Improvement

Dedicated business development and improvement team continuously identifying and delivering improved ways of working.

Engagement

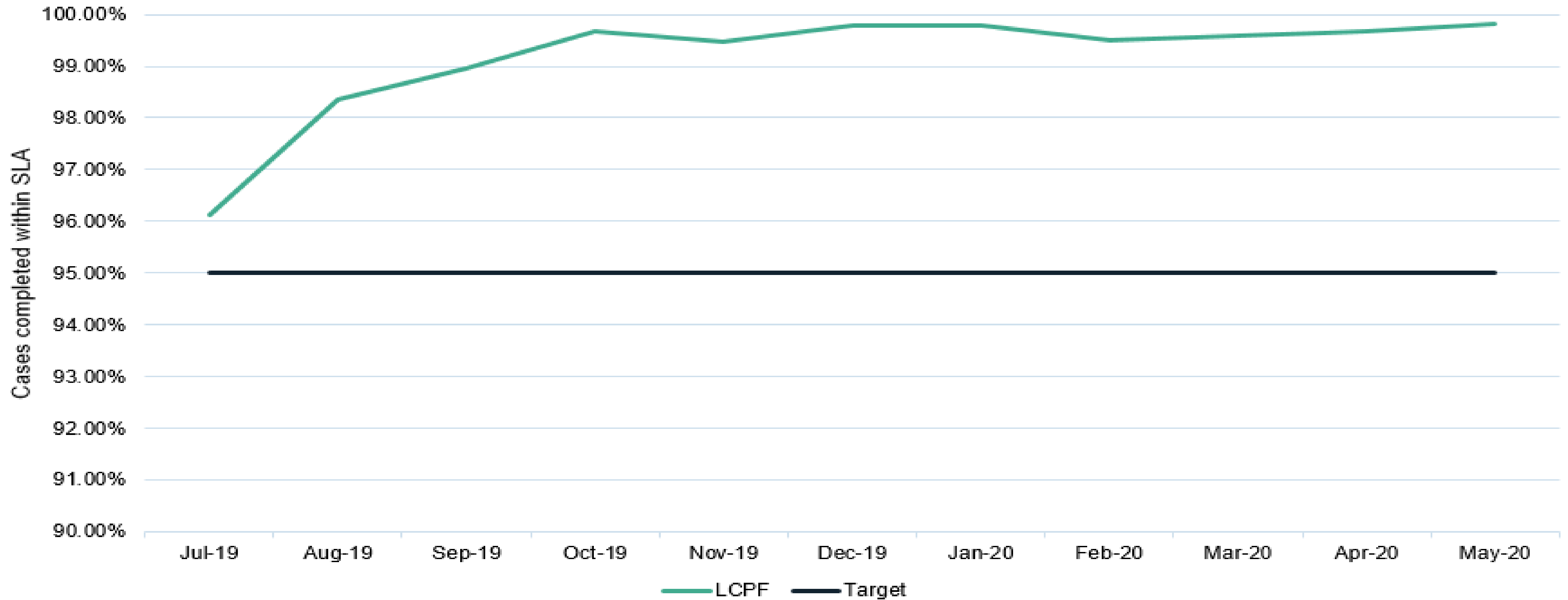
Specialist team delivering member and employer engagement. They issue regular newsletters and organise engagement meetings and member and employer forums.

Summary

- Continued stability in the face of Covid-19 despite some disruption in the move to homeworking. Casework performance of over 99% for LCC in May/June respectively.
- Best ever satisfaction scores since BCP invoked.
- Contact Centre remote working temporary solution was replaced on 11th June with robust solution delivering enhanced functionality and management reporting.
- All post has been redirected from our offices and is scanned by a third party supplier, and we are investigating products to enable digital signing of documents.
- Temporary lull in incoming post, email and call volumes was experienced whilst people adjusted to the pandemic but have now generally returned to normal levels. Reported deaths are c.30% higher than normal.
- Fortnightly client calls are in place (weekly at the start of the pandemic).
- Work on the IT platforms to support LPPA continues – the core administration systems are the focus with the project team assessing both the system and procurement options.
- Finalising new Service Metrics to be the basis for future management reporting.

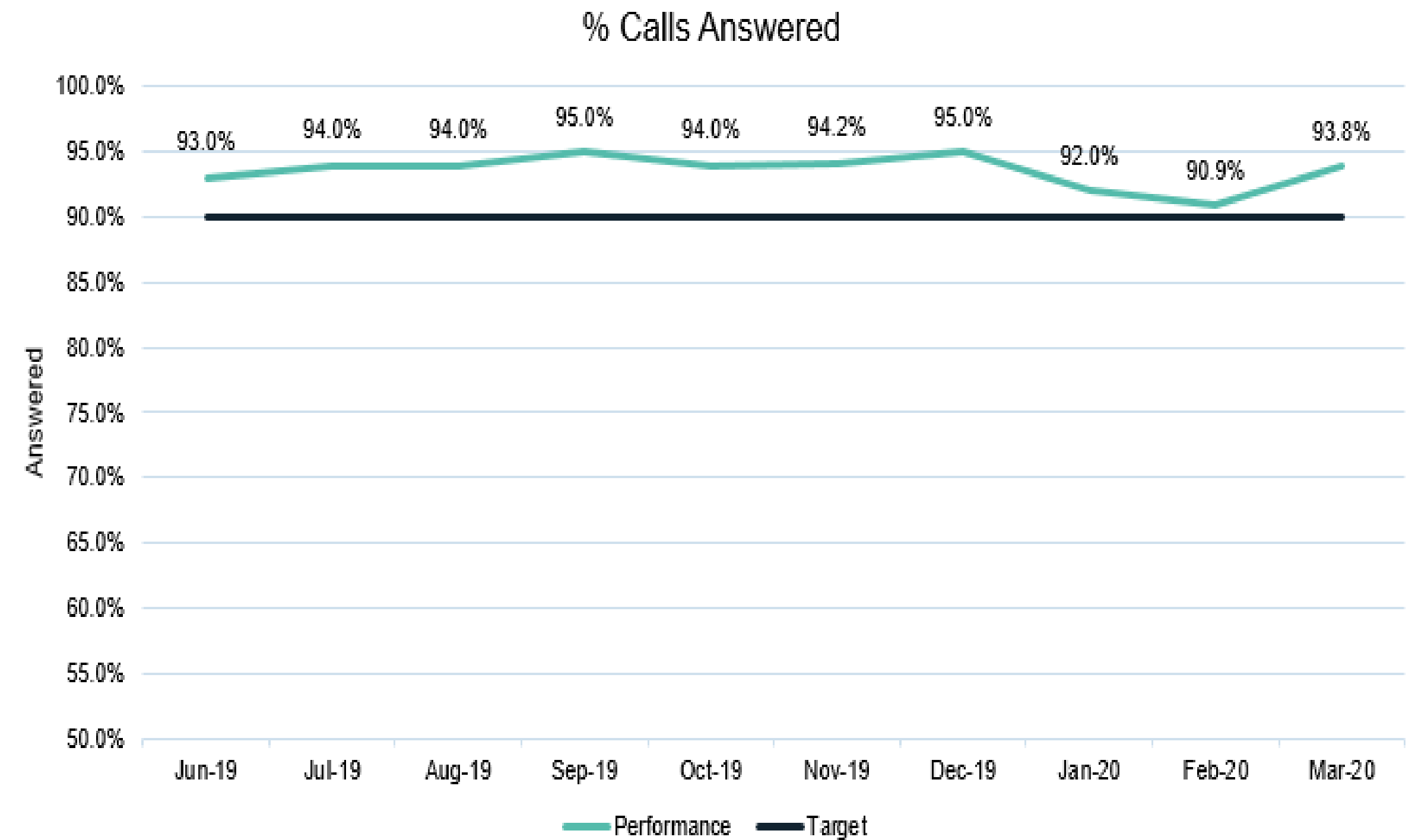
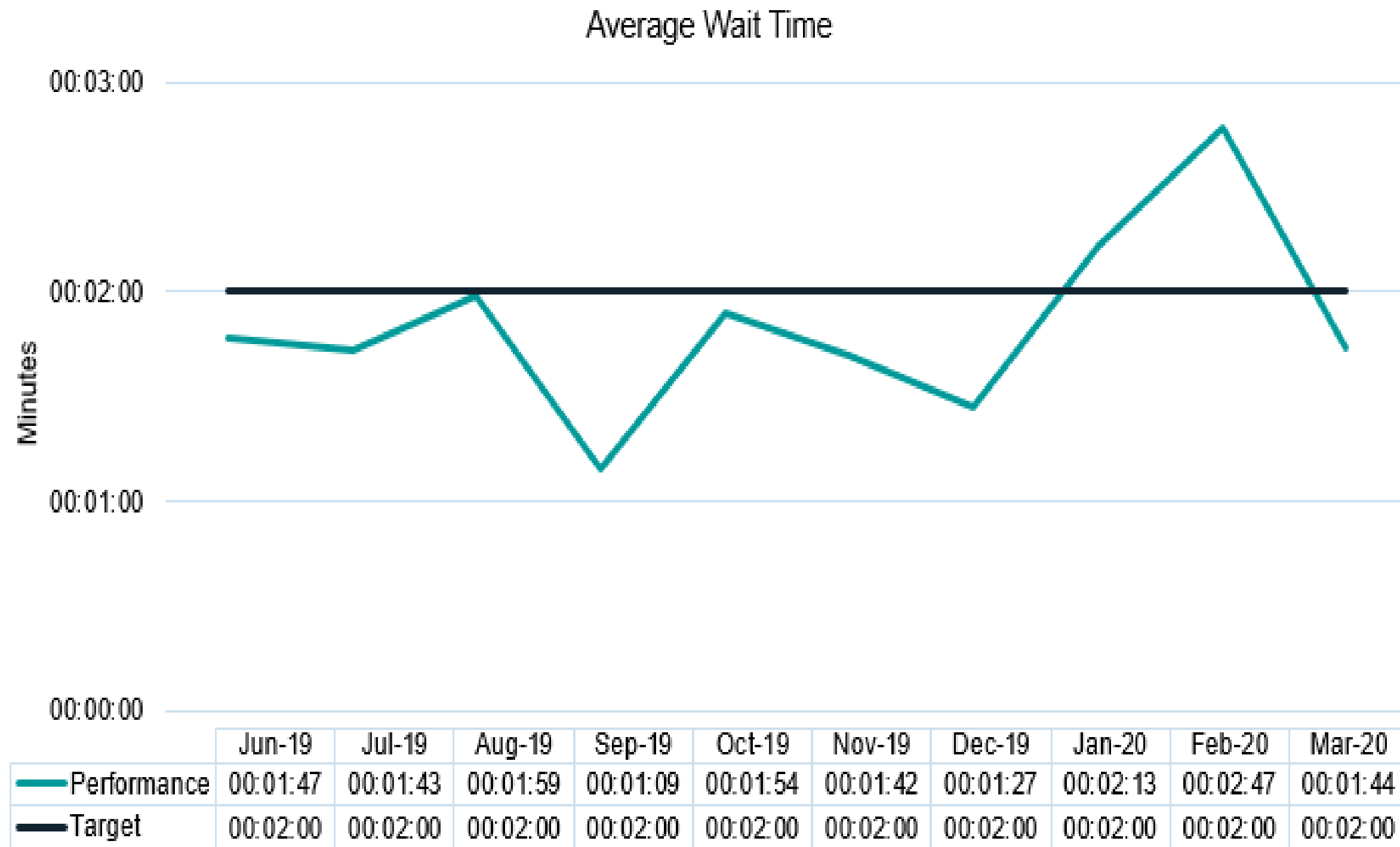
Service Level Performance (casework)

LCPF Performance



- Overall pension administration casework performance consistently exceeding 95% SLA
- Focus on payment and priority cases
- New targets to track elapsed time of retirement & death cases
- Review of service metrics to take place this year

Service Level Performance (helpdesk)



- Overall wait times have generally been under 2 minutes and over 90% of calls have been answered
- New death cases prioritised in the call queue
- Call data temporarily suspended from April 2020 due to Covid-19 contingency working
- Improved telephony system introduced June 2020

Contact Centre Satisfaction

Satisfaction Survey Score - Helpdesk



	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20
— Satisfaction - Call handler	96%	96%	98%	98%	98%	99%	98%	98%	98%	99%	97%	97%
— Satisfaction - Overall service			83%	83%	84%	84%	83%	84%	85%	84%	90%	91%
— Satisfaction Target	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%

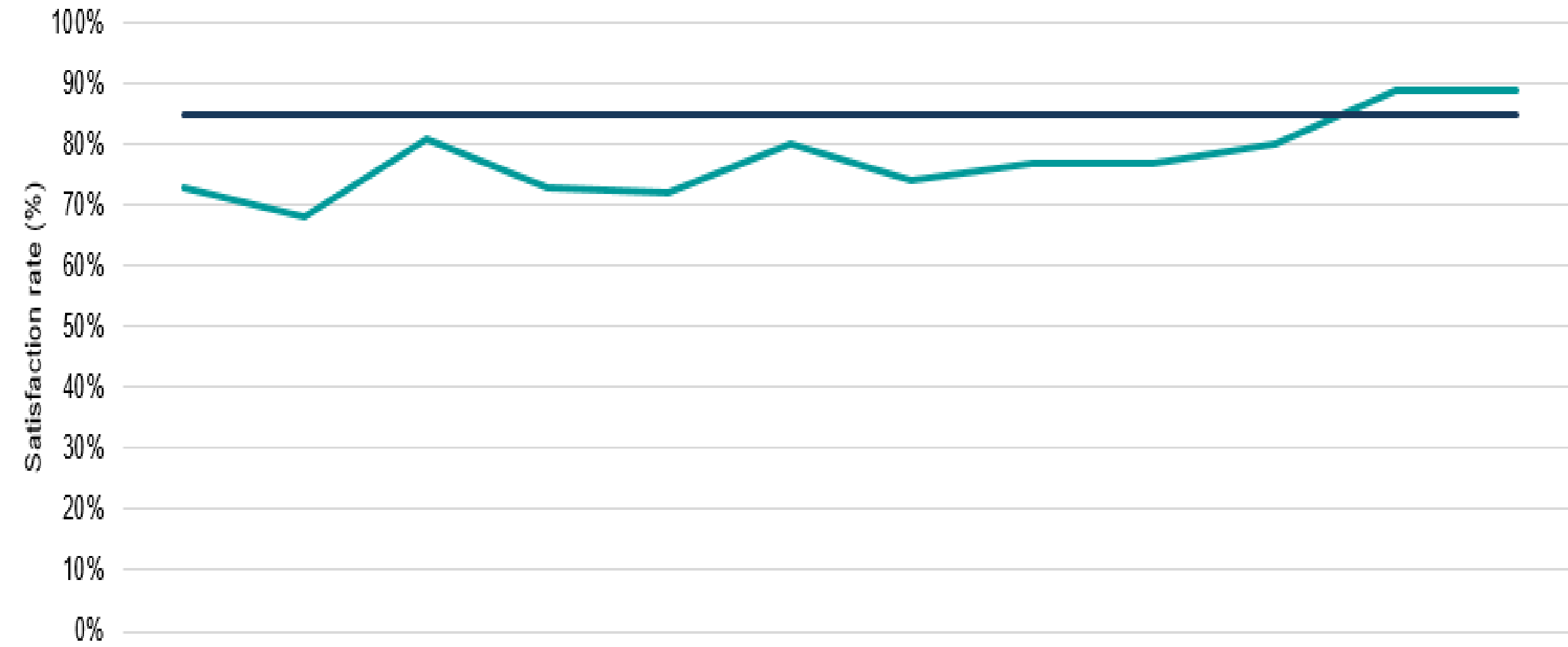
May 2020

338 callers were surveyed with call handler satisfaction achieving 97% and overall service 91%.

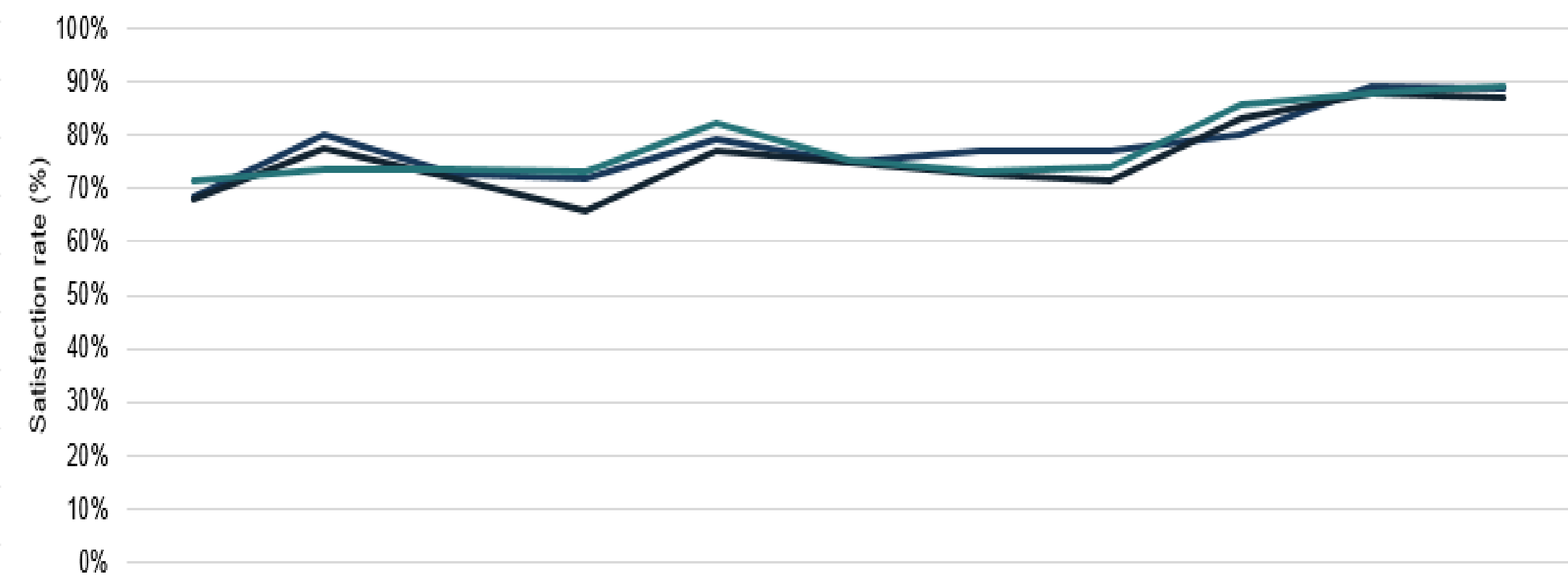
Anecdotal feedback received from members suggests increased satisfaction scores as a result of how quickly LPP deployed a remote working solution to continue servicing the helpdesk, when other providers in the service industry had to close their contact centres.

Retirement Satisfaction

Retirement satisfaction survey (% satisfied)



Retirement satisfaction by reason



	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20
Overall Experience	68%	80%	73%	72%	79%	75%	77%	77%	80%	89%	89%
Response Speed	68%	77%	72%	66%	77%	75%	73%	72%	83%	88%	87%
Information Quality	71%	73%	74%	73%	82%	76%	73%	74%	86%	88%	89%

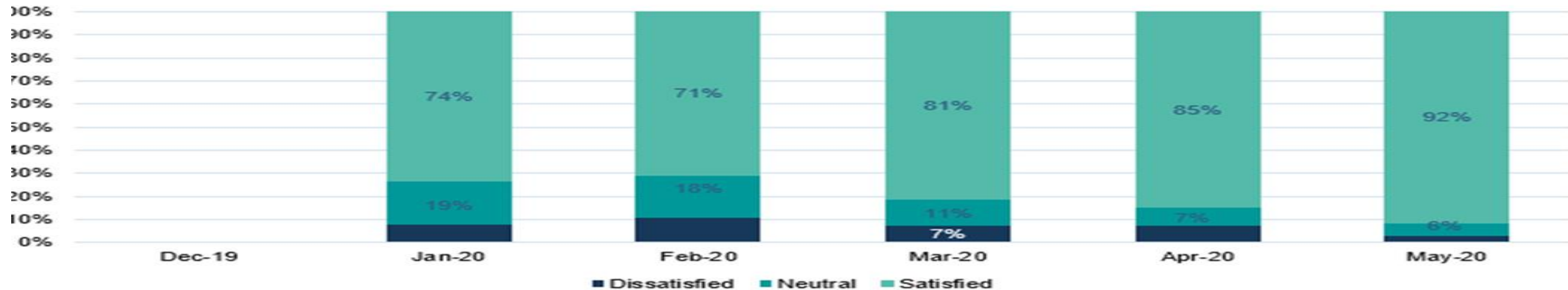
May 2020

177 retirees responded to surveys with feedback on the retirement experience achieving 89% satisfaction.

The main reasons for dissatisfaction are:

- Delays in making payment of retirement benefits
- Lack of understanding of the process / expected timescales
- Lack of communication when there are delays

Retirement Satisfaction – LCPF only



	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20
Dissatisfied		8%	11%	7%	7%	3%
Neutral		19%	18%	11%	7%	6%
Satisfied		74%	71%	81%	85%	92%
Member responses	0	53	38	27	67	72

May 2020

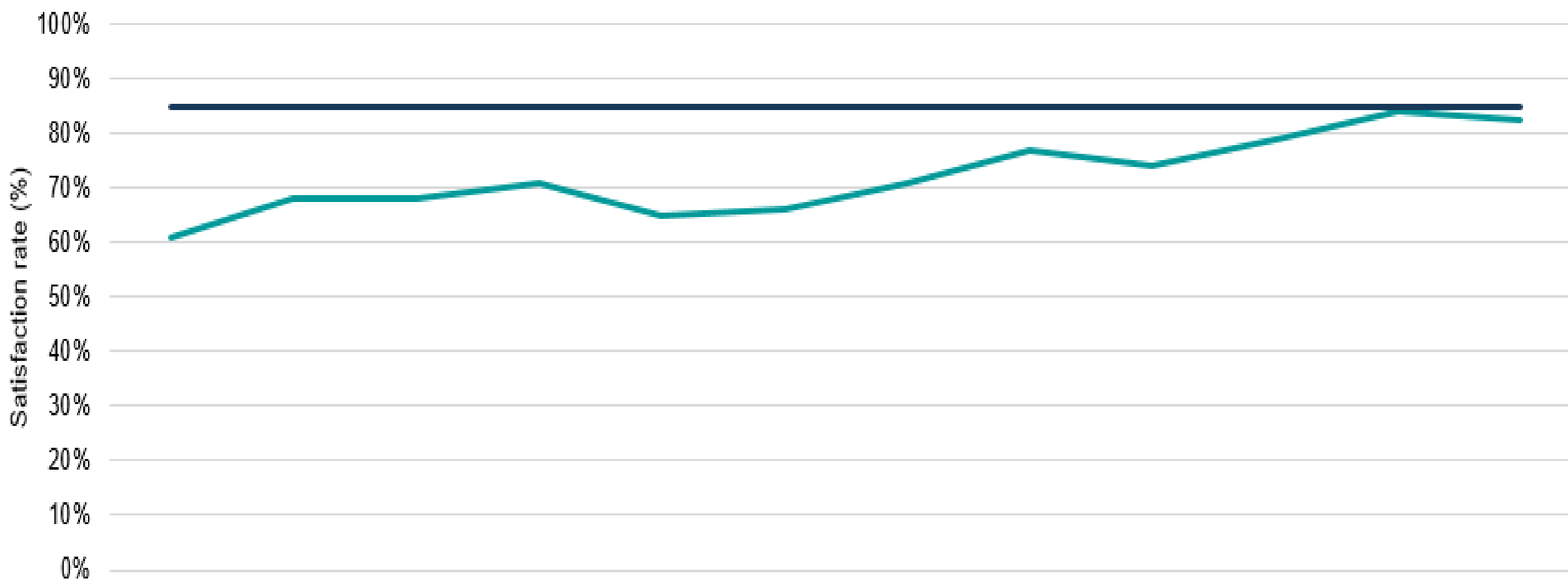
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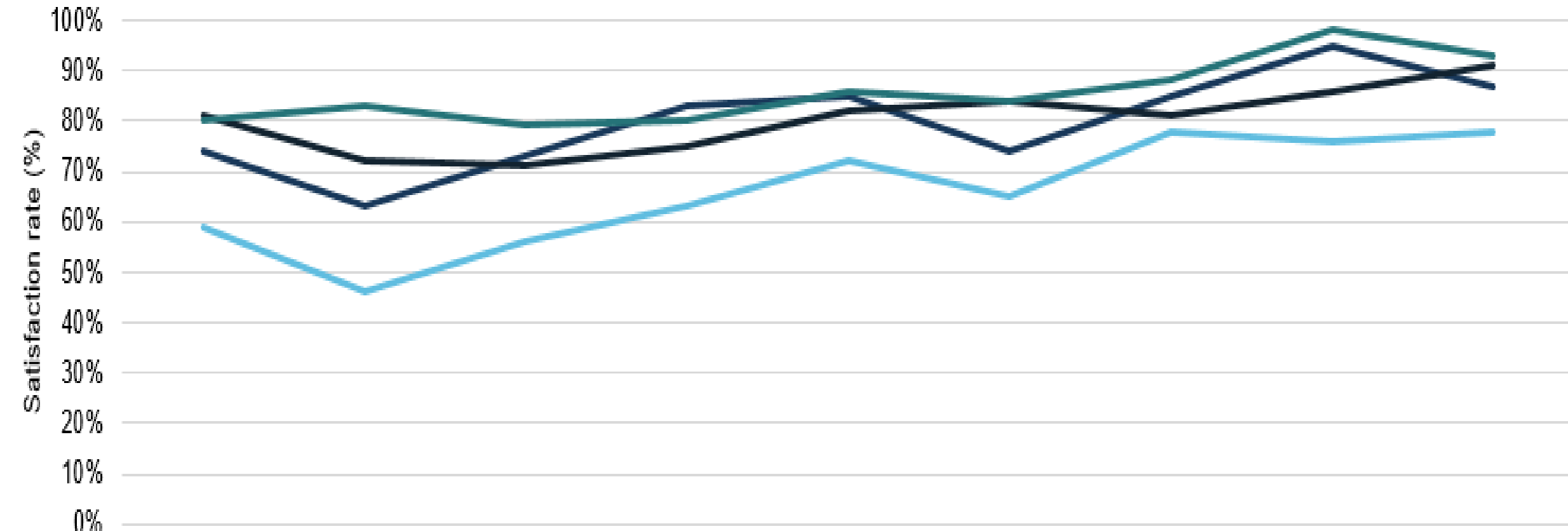
E-mail Satisfaction

Email satisfaction survey (% satisfied)



	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20
Performance	61%	68%	68%	71%	65%	66%	71%	77%	74%	79%	84%	82%
Satisfaction Target	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%

E-mail satisfaction by reason



	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20
Speed of Response	74%	63%	73%	83%	85%	74%	85%	95%	87%
Information Helpfulness	81%	72%	71%	75%	82%	84%	81%	86%	91%
Information Clarity	80%	83%	79%	80%	86%	84%	88%	98%	93%
Query Resolution	59%	46%	56%	63%	72%	65%	78%	76%	78%

May 2020

On average, we received c480 e-mails per working day into the helpdesk. We received 1,066 responses in May to the e-mail surveys, achieving an overall satisfaction score of 82%.

The main reason for dissatisfaction is:

No resolution at first point of contact and/or a handoff is required. This question scored 78% satisfaction and is our area of focus currently to improve the overall satisfaction score. We are looking at more intuitive triage of emails by 'query type' to avoid handoffs.

Key Performance Indicators & Targets



KPI	Target
SLA's met	<ul style="list-style-type: none"> • 95% +
SLA Helpdesk	<ul style="list-style-type: none"> • Average wait < 2 minutes • Abandoned calls < 5% • Longest wait < 10 minutes • E-mail/contact us response 48hrs • First contact resolution
Satisfaction scores	<ul style="list-style-type: none"> • Calls 85%+ • E-mails 85% + • Retirements 85% + • Bereavements • Estimates
Payroll paid	<ul style="list-style-type: none"> • 100% on time
Elapsed time	<ul style="list-style-type: none"> • Active - 50% of new pensioners without a cashflow interruption of greater than 1-month • Deferred - 50% of new pensioners without a cashflow interruption of greater than 1-month • Death – case elapsed time <55 working days
Data quality	<ul style="list-style-type: none"> • Common data 95%+ • Conditional data 90%+ • Outstanding leavers
MSS Registration	<ul style="list-style-type: none"> • Increase by 5%
Member data	<ul style="list-style-type: none"> • Increase by 5% emails held • Increase by 5% telephone numbers held

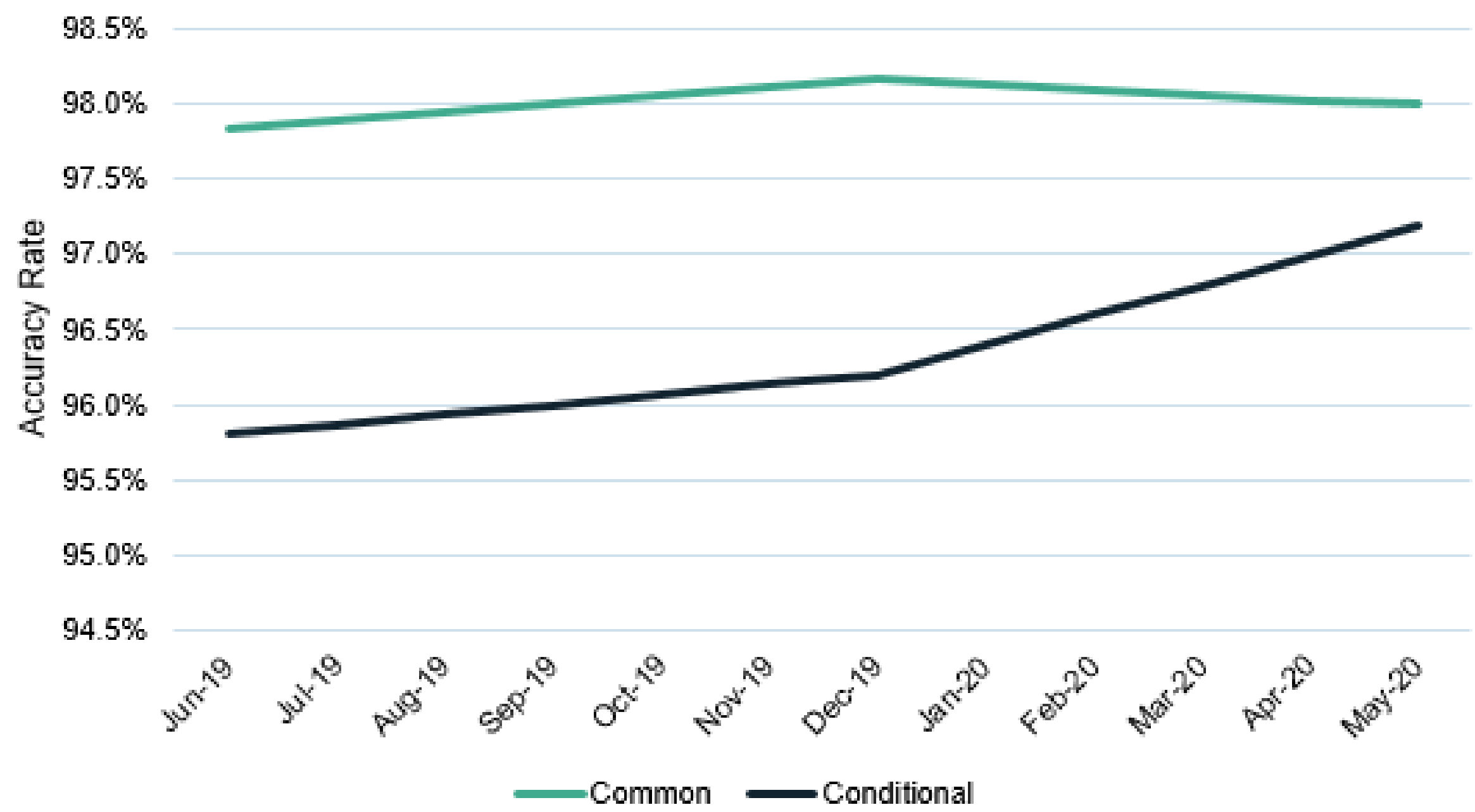
The Pensions Regulator – Common/Conditional Data

Common data score

Fund	Target	Q2 2019/20	Q3 2019/20	Trend	Q4 2019/20	Trend
LCPF	95%	98.0%	98.2%	0.2%	98.1%	-0.1%

Conditional data score

Fund	Target	Q2 2019/20	Q3 2019/20	Trend	Q4 2019/20	Trend
LCPF	90%	96.0%	96.2%	0.2%	96.8%	0.6%



During 2019/20, we tracked the TPR scores on a quarterly basis. We plan to track performance monthly during 2020/21 and our data team are developing an ongoing program of work to maintain/improve data scores to above the targets outlined above.

- Pensions Administration Financial Viability
 - LPP group restructure
 - Client quarterly budget reviews
 - Robust cost control
- Core Systems - Core administration system market review
- Build and strengthen working relationships with members and employers
- Risk management culture and framework

Engagement Priorities 2020/21

- Recruited Head of Engagement & Communications / Recruitment of Member Engagement Manager & investment in the function
- Introducing new KPI's and targets aligned to improving the member experience
- Formalise communications plans for members and employers & review all letters
- Improved member experience
 - Faster end to end processing of payment cases (retirements, deaths, etc.)
 - Shorter end to end elapsed time across all cases
 - Satisfaction surveys – implement learnings & additional surveys
 - Smarter ways of working/process reviews and re-engineering
 - Aim to reduce volume of emails and response time for email
 - Letter review committee
 - New websites & functionality (webchat)
- Improved employer experience
 - Webinar training
 - Targeted employer training and visits
 - New websites

Regulatory Communications

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Pension Increase												
Annual Benefit Statement (active)					Due							
Annual Benefit Statement (deferred)				Due								
P60s												
Newsletter (deferred)		Due										
Newsletter (pensioner)												
Newsletter (active)					Due							
Newsletter (employer)												
Issue Annual Allowance							Due					
Statutory Valuation												Due

- All required regulatory documents issued on or ahead of time

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