



Local Pensions Partnership
Administration

Quarterly Administration Report

Cumbria Local Government
Pension Scheme

1 April - 30 June 2025



Committed to excellence



Forward thinking



Doing the right thing



Working together

Cumbria
Pension
Fund

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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

Additional Conts Cessation

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.

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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 17

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 20

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 22

Retirement Satisfaction

Graphs show a breakdown of quarterly retirement surveys (emails issued and responses received).

- Retirements processed / completed - members can have multiple process counts.
- Surveys issued - does not equal retirement processes for several reasons; ill health retirements do not receive a survey; not all members provide an email address; members with multiple retirement processes only receive one survey email; there is a planned delay in issuing surveys to allow for initial payments to be paid).

Satisfaction / Dissatisfaction is included as a % of email surveys issued. This demonstrates that a significant number of surveys are not completed (work is ongoing to encourage an increase in the number of responses to email surveys issued).

The Satisfaction Scores highlighted in green and red compare the satisfied / dissatisfied responses received, as a % of total survey responses - this is the true measure of member satisfaction.

Satisfied responses include satisfied (with the service) and very satisfied.

Dissatisfied responses include dissatisfied and very dissatisfied.

Page 25

Member Online Portal

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

Page 26

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.

Page 32

Common/Scheme Specific Data Fails

The Pensions Regulator requires administrators to keep member data up to date to ensure benefits are accurately paid. This is split by Common Data (basic details that are specific to the Member) and Scheme Specific Data (data that is related to a member's data and specific circumstances surrounding their record).

Individual Fails shows the total number of unique members that have a single or multiple number of Common Data or Scheme Specific Data fails. On both charts, the Accuracy Rate (%) then compares the number of Individual Fails to the total number of Scheme Members.

For more detail on the Data Items / Error types presented in these charts, please visit either the [TPR](#) (The Pensions Regulator) or [PASA](#) (The Pension Administration Standards Association) websites.

EXECUTIVE SUMMARY

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This performance report covers the reporting period of Q1 2025/26 (April – June 2025)

Casework SLA performance

Overall operational casework performance was **98.7%** against overall Service Level Agreements (SLAs) for the quarter. Focus continues to be on driving further improvements to the member experience.

Contact Centre

Contact Centre wait times have exceeded the 4 mins wait time with an average wait time over the quarter of **4 minutes 08 seconds**.

Satisfaction scores

The majority of those surveyed about their retirement experience do not respond. Of those that responded to the survey, customer satisfaction was **66.7%** for Actives into Retirement and **81.0%** for Deferred into payment. Low survey responses can lead to high volatility in the 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 **95.7%** and **76.0%** respectively.

Statutory deadlines

Regulatory and statutory deadlines for the reporting period:

Pensions increases (PI) have been applied. All eligible member records that have not had PI applied are with the Member Services teams for investigation and resolution. Not all the exclusions will need PI calculating.

P60 notification communications to retired members were completed by the statutory deadline of end of May.

Outlook

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

- Preparation for LG valuation data submission
- Significant regulatory change including implementation of McCloud remedy and the Pensions Dashboard
- Preparation for Annual Benefit Statement production
- Efficiency and Service Improvement Programme (ESIP) of work
- Activity to continue to improve the member experience in key areas.

LPPA PROJECTS - UPDATE

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. The national timeline for revisiting all member cases is Oct 23 – Aug 25.

A dedicated project manager and team remains in place overseeing and delivering all the key areas of the project including:

- System design and development is thoroughly tested prior to release into the live environment.
- Appropriate communication plans are in place and delivered.
- Contact Centre and Operational colleague training and business readiness.

Current Position

- Analysis of the McCloud cohorts and associated actions has been completed.
- Across all LPPA LG clients, c.15 % are eligible for McCloud, based on the data we hold
- Production of the 2025 Annual Benefit Statements (ABS) for Active and Deferred members has commenced with initial focus on those not eligible for McCloud and therefore not requiring underpin information included in their statements.
- Testing continues on the UPM functionality for ABS with McCloud underpin information, ahead of 31st August 2025 deadline
- Preparatory work and testing underway for retrospective cases.

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.

Online retirement forms (for members to access through PensionPoint) have been rolled out for all Funds. Early analysis of usage to date shows significant improvements in response rates and timescales for completed online forms over paper forms.

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Automated Deferred Retirement Payment process is live. This enables a fully automated end to end deferred retirement process, following previous automation of deferred retirement quotes and the online retirement form. This is the fifth ESIP automation and will be followed by automation for the payment process for CARE only active retirements.

Bank validation account name check is live as a proof of concept for 4 initial LG processes, with planning underway for further processes.

Other activity in flight includes work to improve the monthly returns process and the member and employer online portals.

Data Project

LPPA is partnering with Civica and Intellica to improve data quality ahead of valuation and the introduction of the Pensions Dashboard.

Data Validation Fails (DVF's) continue to be worked through.

The procurement route is being confirmed for a targeted data tracing exercise, which will enable cleansing work that needs to be completed before Pension Dashboard becomes available to members (likely late 2027)

The project continues to work towards producing a series of dashboards to give us clear visibility of the integrity and accuracy of the data that we hold to comply with regulatory change and to enable us to launch more self-service and automation for members and employers.

Pensions Dashboard

The Pensions Dashboard will enable individuals 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 is 31 October 2025. The project continues to track green, and work is well underway, including:

- Systems requirements (including the rules for partial matching of records and the treatment of AVCs)
- Business readiness (e.g. readiness to deal with new inbound enquiries relating to dashboard)
- Regular LPPA round table meetings being held with Funds to share updates.

Fund Membership



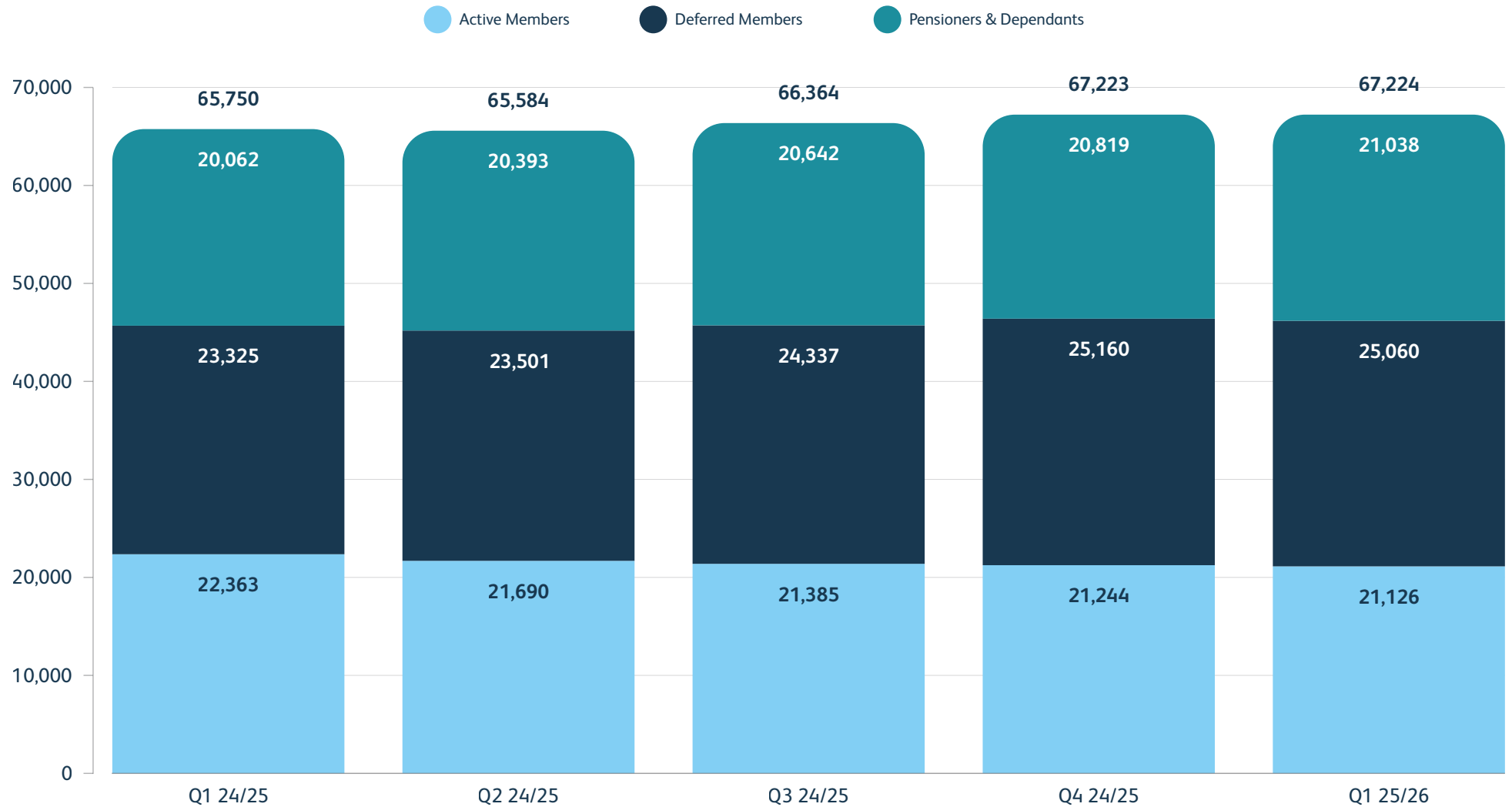
In this section...

- Total fund membership

TOTAL FUND MEMBERSHIP

TOTAL FUND MEMBERSHIP

CLIENT
SPECIFIC



Casework Performance

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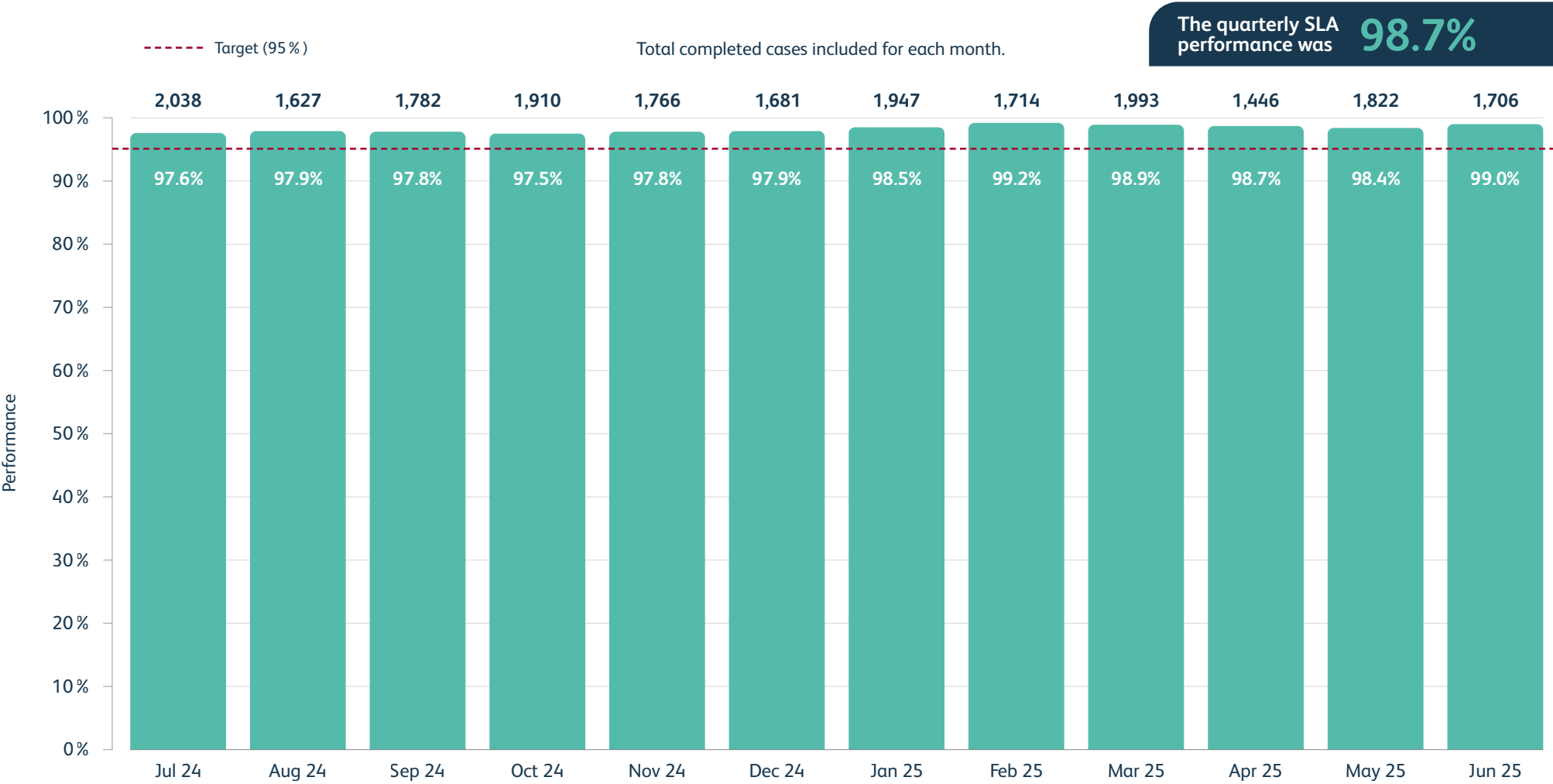
In this section...

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

CASEWORK PERFORMANCE

PERFORMANCE – ALL CASES

CLIENT
SPECIFIC

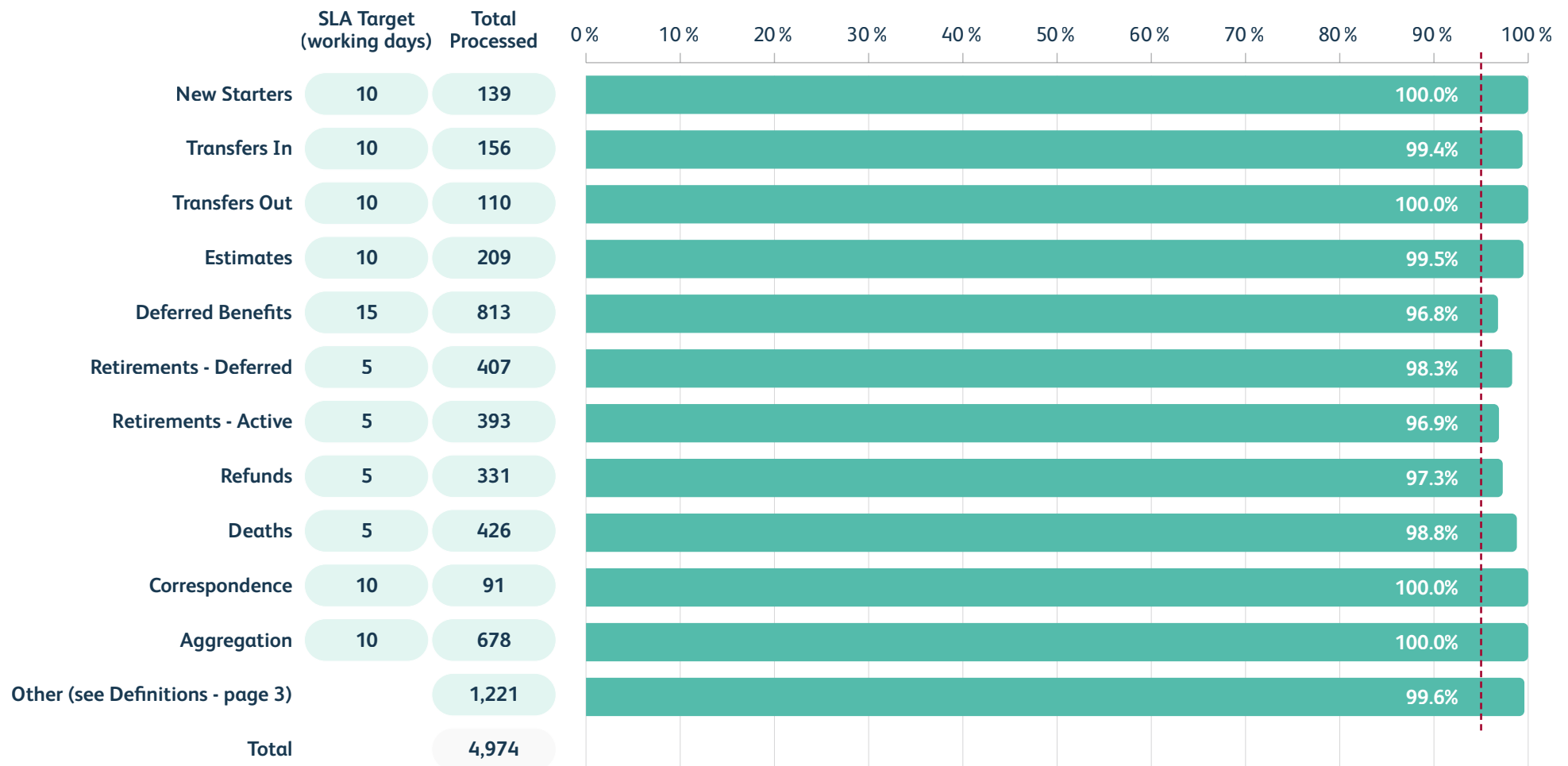


CASEWORK PERFORMANCE

PERFORMANCE STANDARD

CLIENT
SPECIFIC

----- Target (95%)



CASEWORK PERFORMANCE

CLIENT
SPECIFIC

ONGOING CASEWORK AT THE END OF THE REPORTING QUARTER

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 01/04/25	Received (Inbound)	Completed (Outbound)	Work in Flight as of 30/06/25
New Starters	35	165	197	3
Transfers In	761	271	265	767
Transfers Out	307	212	247	272
Estimates	81	225	238	68
Deferred Benefits	1,204	1,163	1,571	796
Retirements - Deferred	264	472	489	247
Retirements - Active	438	764	826	376
Refunds	367	497	549	315
Deaths	596	540	541	595
Correspondence	146	246	293	99
Aggregation	2,080	2,939	3,068	1,951
Other	106	1,253	1,261	98
Total	6,385	8,747	9,545	5,587

Active to Retirement Process - First Payment Within 30 Days

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In this section...

- Employer retirement notifications - notified on-time vs. late
- On-time notification - first payment
- Late notification - first payment

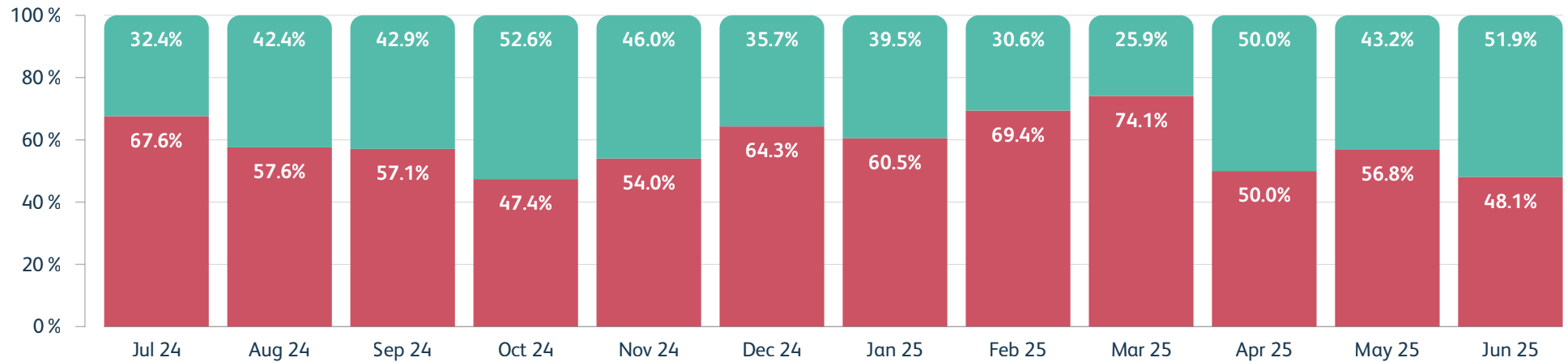
ACTIVE TO RETIREMENT

EMPLOYER RETIREMENT NOTIFICATIONS

CLIENT
SPECIFIC

Please note:

LPPA require at least 30 days notice prior to an active member retirement date, to be able to pay a member their first payment within 30 days of their retirement date. The chart below shows the number / % of on-time notifications vs. the number / % of late notifications from employers in the month (late being received within 30 days or after the retirement date).



	Jul 24	Aug 24	Sep 24	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25	Mar 25	Apr 25	May 25	Jun 25
Retirement Notifications	34	66	35	57	50	42	38	36	27	34	44	27
Received On-Time (Number)	11	28	15	30	23	15	15	11	7	17	19	14
Received On-Time (%)	32.4 %	42.4 %	42.9 %	52.6 %	46.0 %	35.7 %	39.5 %	30.6 %	25.9 %	50.0 %	43.2 %	51.9 %
Received Late (Number)	23	38	20	27	27	27	23	25	20	17	25	13
Received Late (%)	67.6 %	57.6 %	57.1 %	47.4 %	54.0 %	64.3 %	60.5 %	69.4 %	74.1 %	50.0 %	56.8 %	48.1 %

Data based on retirement notifications received from employers in the month.

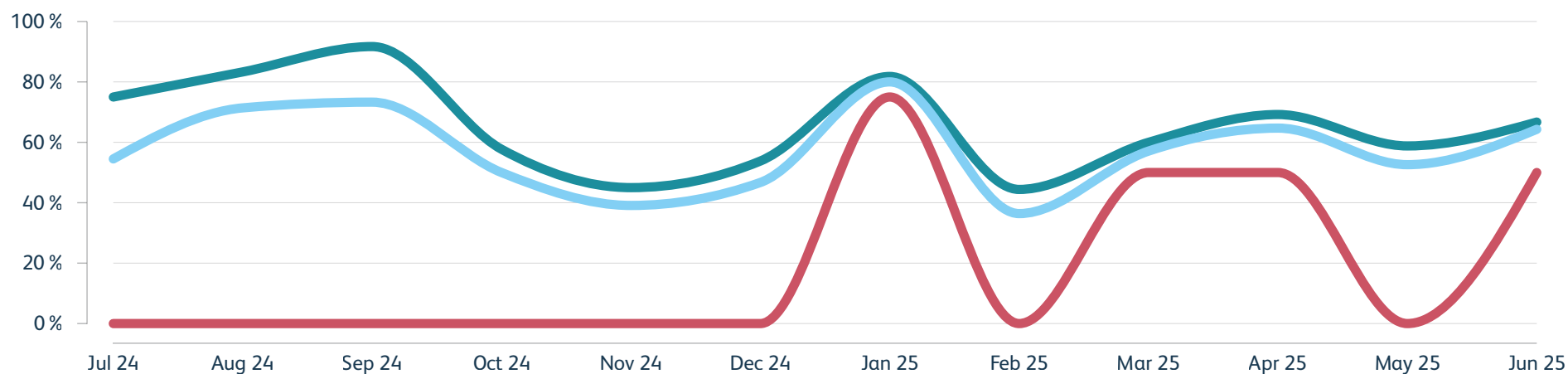
ACTIVE TO RETIREMENT

ON-TIME NOTIFICATION - FIRST PAYMENTS

CLIENT SPECIFIC

Please note:

Alongside the timeliness of when LPPA are notified of a members intention to retire, there are also other areas impacting the timeliness of when payments are made. The accuracy of retirement information received (typically the calculation of pensionable and/or CARE pay) often result in subsequent queries being raised with an employer. There may also be delays with members returning their retirement forms.



	Jul 24	Aug 24	Sep 24	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25	Mar 25	Apr 25	May 25	Jun 25
No. of payments made where member has an AVC	3	4	3	4	3	2	4	2	2	4	2	2
No. of payments made with no AVC	8	24	12	26	20	13	11	9	5	13	17	12
% of payments made within 30 days – with AVC	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	75.0 %	0.0 %	50.0 %	50.0 %	0.0 %	50.0 %
% of payments made within 30 days – no AVC	75.0 %	83.3 %	91.7 %	57.7 %	45.0 %	53.8 %	81.8 %	44.4 %	60.0 %	69.2 %	58.8 %	66.7 %
% of payments made within 30 days – combined	54.5 %	71.4 %	73.3 %	50.0 %	39.1 %	46.7 %	80.0 %	36.4 %	57.1 %	64.7 %	52.6 %	64.3 %

Data based on processes completed in the month.

Measurement is based on the earliest payment made, i.e. earliest of first pension payment or lump sum.

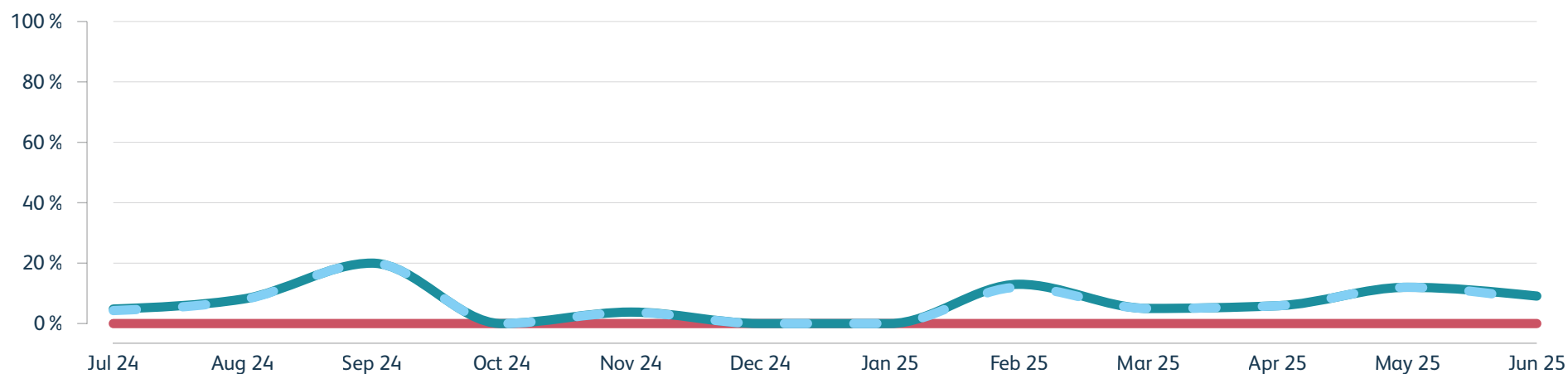
ACTIVE TO RETIREMENT

LATE NOTIFICATION - FIRST PAYMENTS

CLIENT
SPECIFIC

Please note:

% of first payments made within 30 days of retirement date – where LPPA receives the leaver notification from the employer with less than 30 days notice, or after the actual retirement date.



	Jul 24	Aug 24	Sep 24	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25	Mar 25	Apr 25	May 25	Jun 25
No. of payments made where member has an AVC	2	1	0	4	1	2	0	2	0	0	0	2
No. of payments made with no AVC	21	37	20	23	26	25	23	23	20	17	25	11
% of payments made within 30 days – with AVC	0.0 %	0.0 %	N/A	0.0 %	0.0 %	0.0 %	N/A	0.0 %	N/A	N/A	N/A	0.0 %
% of payments made within 30 days – no AVC	4.8 %	8.1 %	20.0 %	0.0 %	3.8 %	0.0 %	0.0 %	13.0 %	5.0 %	5.9 %	12.0 %	9.1 %
% of payments made within 30 days – combined	4.3 %	7.9 %	20.0 %	0.0 %	3.7 %	0.0 %	0.0 %	12.0 %	5.0 %	5.9 %	12.0 %	7.7 %

Data based on processes completed in the month.

Measurement is based on the earliest payment made, i.e. earliest of first pension payment or lump sum.

Contact Centre Calls Performance

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The Contact Centre deals with all online enquiries and calls from members for all funds that LPPA provides administration services for.

In this section...

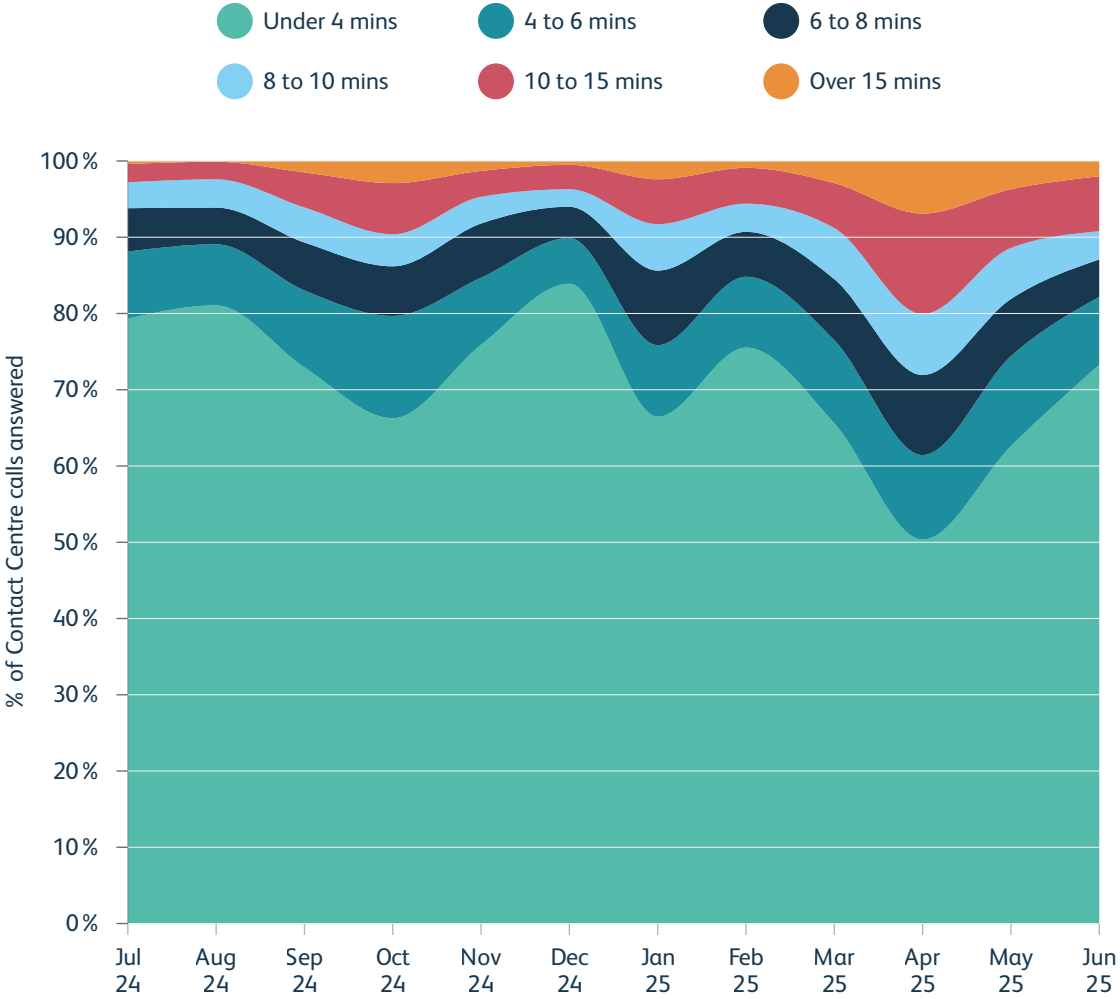
- Wait time range
- Calls answered

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
Jul 24	79.4%	8.8%	5.7%	3.4%	2.4%	0.4%
Aug 24	80.9%	8.0%	4.8%	3.7%	2.3%	0.1%
Sep 24	73.0%	10.1%	6.3%	4.6%	4.6%	1.5%
Oct 24	66.2%	13.4%	6.5%	4.2%	6.7%	2.9%
Nov 24	75.9%	8.8%	7.1%	3.5%	3.4%	1.3%
Dec 24	83.9%	6.0%	4.1%	2.3%	3.2%	0.5%
Jan 25	66.6%	9.4%	9.8%	6.1%	5.9%	2.4%
Feb 25	75.6%	9.3%	5.9%	3.7%	4.7%	0.9%
Mar 25	65.6%	10.9%	8.0%	6.7%	5.9%	2.9%
Apr 25	50.4%	11.1%	10.5%	8.0%	13.2%	6.9%
May 25	62.6%	11.8%	7.5%	6.7%	7.7%	3.7%
Jun 25	73.2%	8.9%	4.9%	3.7%	7.2%	2.0%



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.

- Pension Increase and P60
- Member annual newsletters
- Annual Benefit Statements (ABS)
- Deferred Benefit Statements (DBS)
- Pension Saving Statements

Quarterly average wait time was **4 minutes 08 seconds**



Customer Satisfaction Scores

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In this section...

- Contact Centre calls satisfaction
- Contact Centre calls satisfaction - Agent
- Retirements - Active
- Retirements - Deferred

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?”).



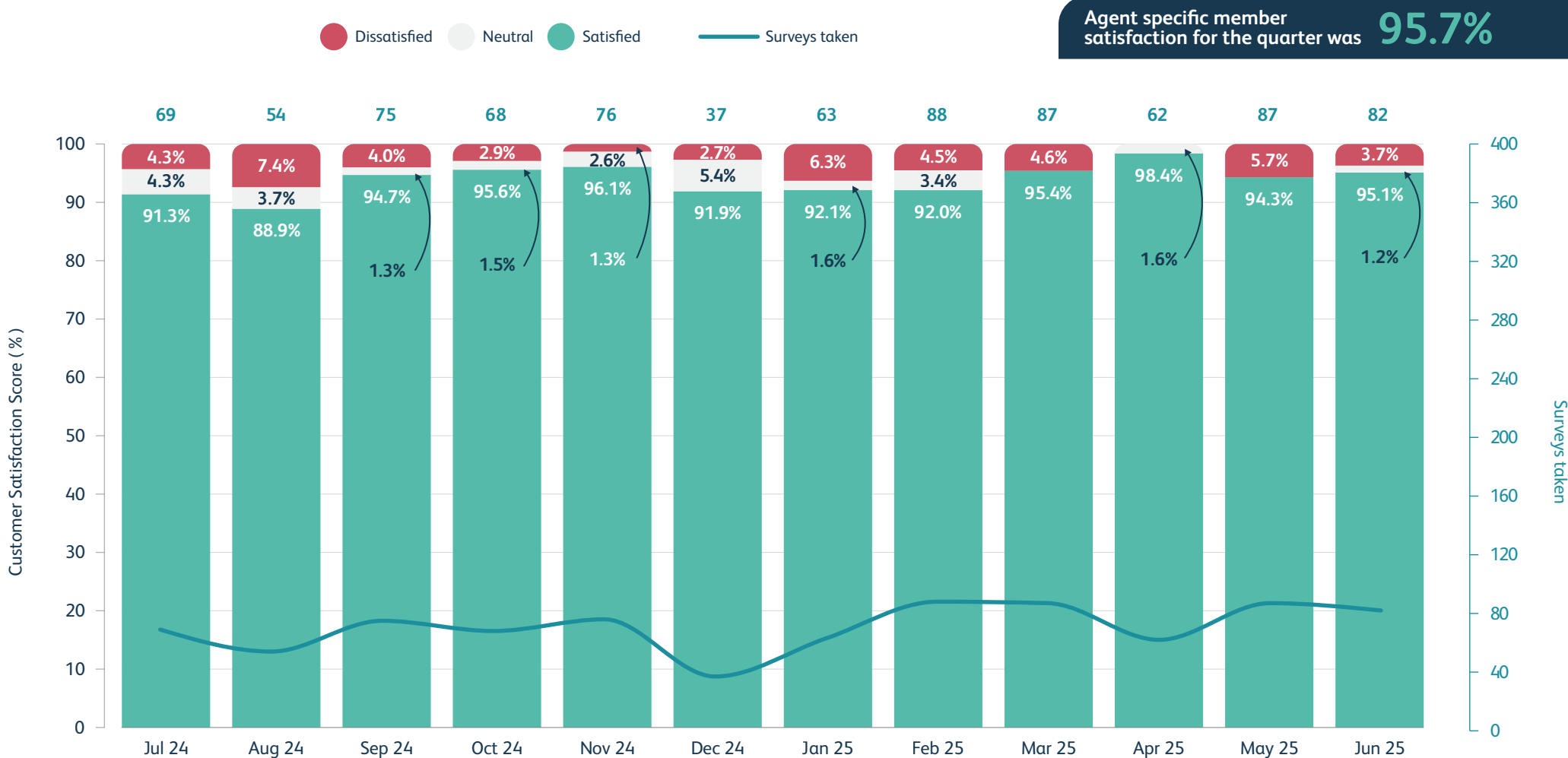
CUSTOMER SATISFACTION SCORES

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?")



CUSTOMER SATISFACTION SCORES

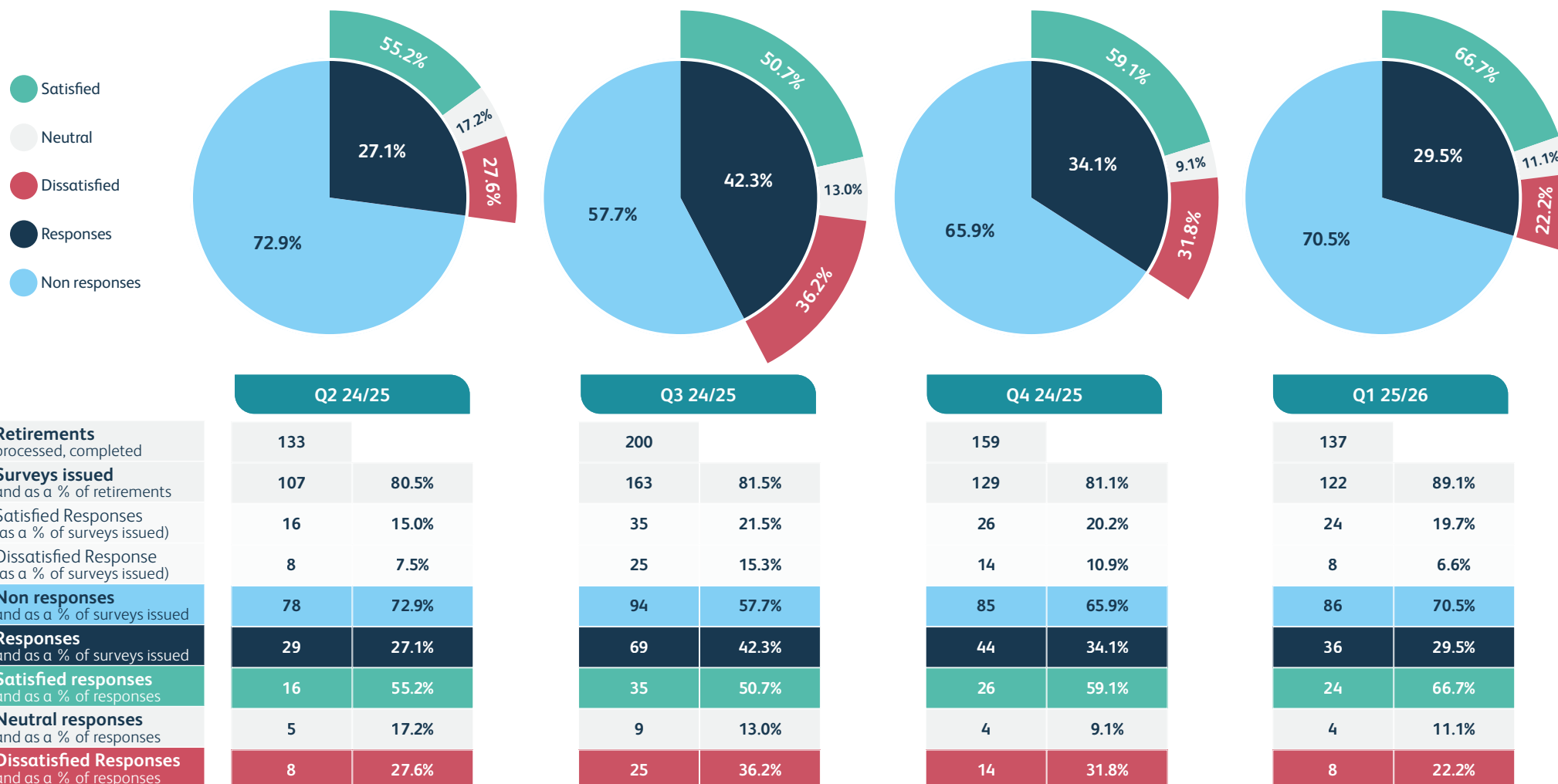
RETIREMENTS - ACTIVE

CLIENT SPECIFIC

Please note:

Graphs show a breakdown of quarterly retirement surveys:

- Retirements processed / completed (members can have multiple process counts)
- Surveys issued (does not equal retirement processes as not all members provide an email address; members with multiple retirement processes only receive one survey email; ill health retirements do not receive a survey email; there is a planned delay in issuing surveys to allow for initial payments to be paid). We extended this period in Q4, which explains the drop in the number of email surveys issued.
- The satisfaction scores highlighted in green and red compare the satisfied / dissatisfied responses received, as a % of total responses (the true measure of member satisfaction).*



*More information on data / results are included in the Definitions page earlier in this report.

CUSTOMER SATISFACTION SCORES

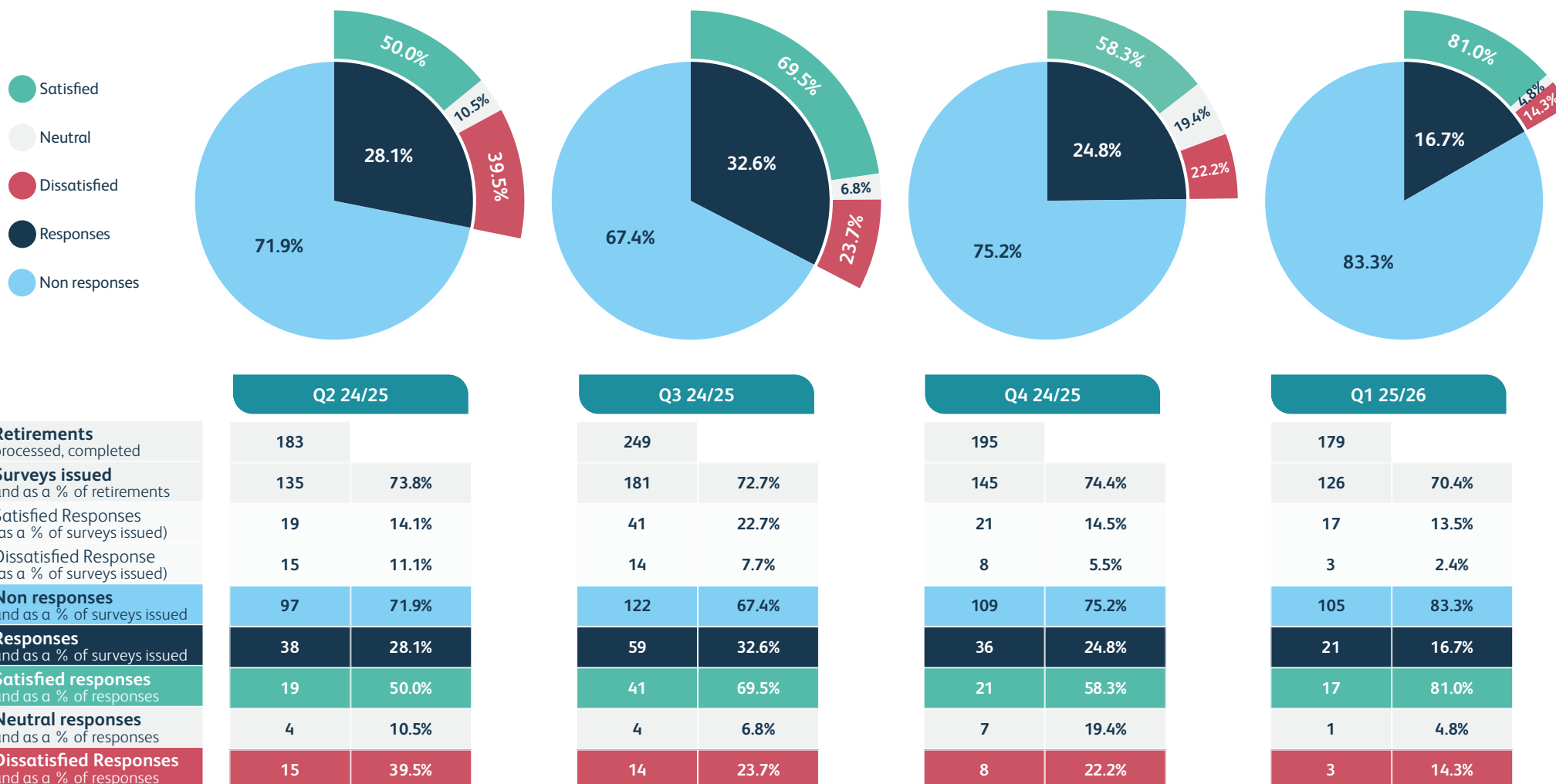
RETIREMENTS - DEFERRED

CLIENT
SPECIFIC

Please note:

Graphs show a breakdown of quarterly retirement surveys:

- Retirements processed / completed (members can have multiple process counts)
- Surveys issued (does not equal retirement processes as not all members provide an email address; members with multiple retirement processes only receive one survey email; ill health retirements do not receive a survey email; there is a planned delay in issuing surveys to allow for initial payments to be paid). We extended this period in Q4, which explains the drop in the number of email surveys issued.
- The satisfaction scores highlighted in green and red compare the satisfied / dissatisfied responses received, as a % of total responses (the true measure of member satisfaction).*



*More information on data / results are included in the Definitions page earlier in this report.



Member Online Portal



In this section...

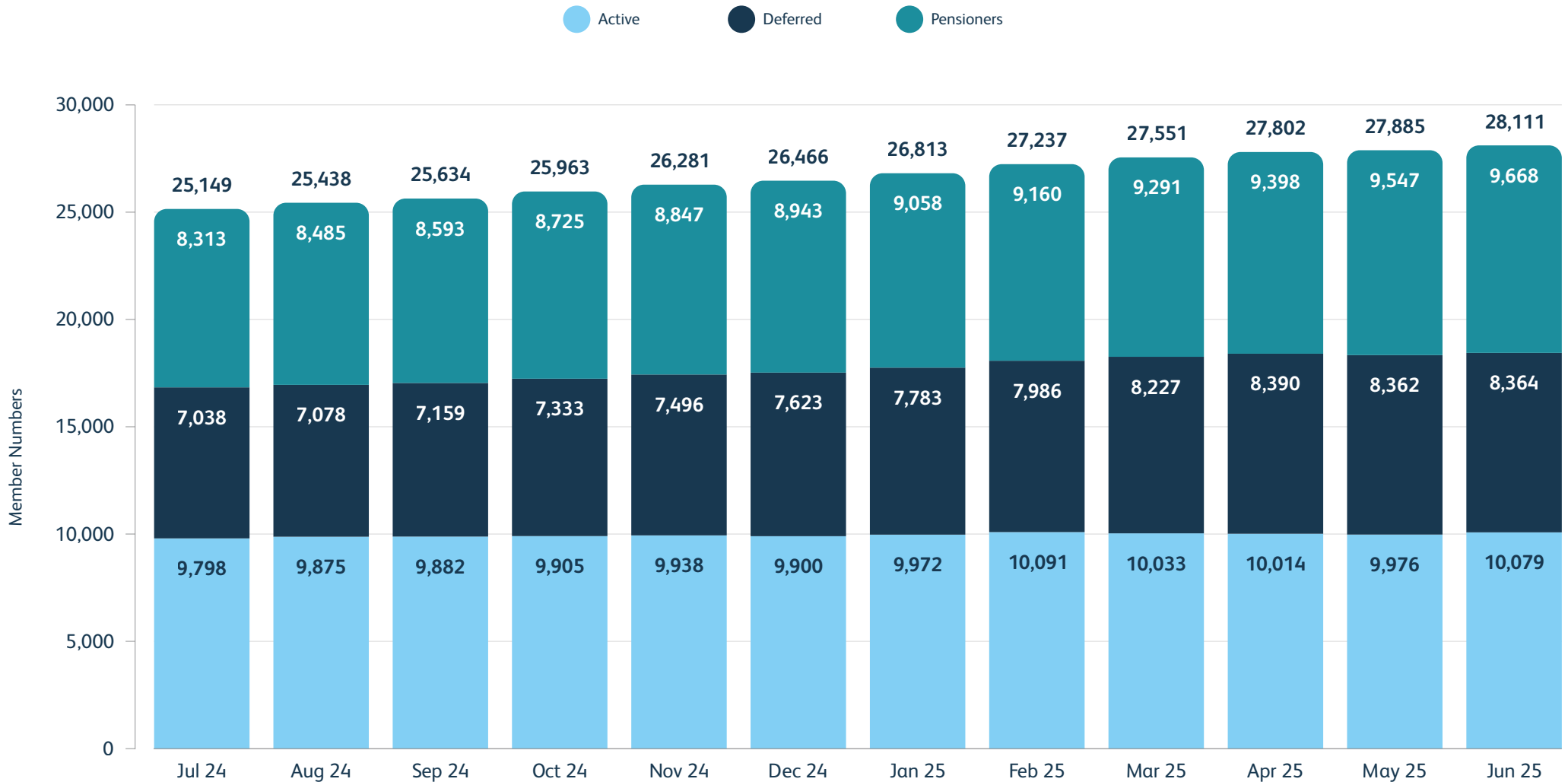
- Total members registered
- Member Log Ins



MEMBER ONLINE PORTAL

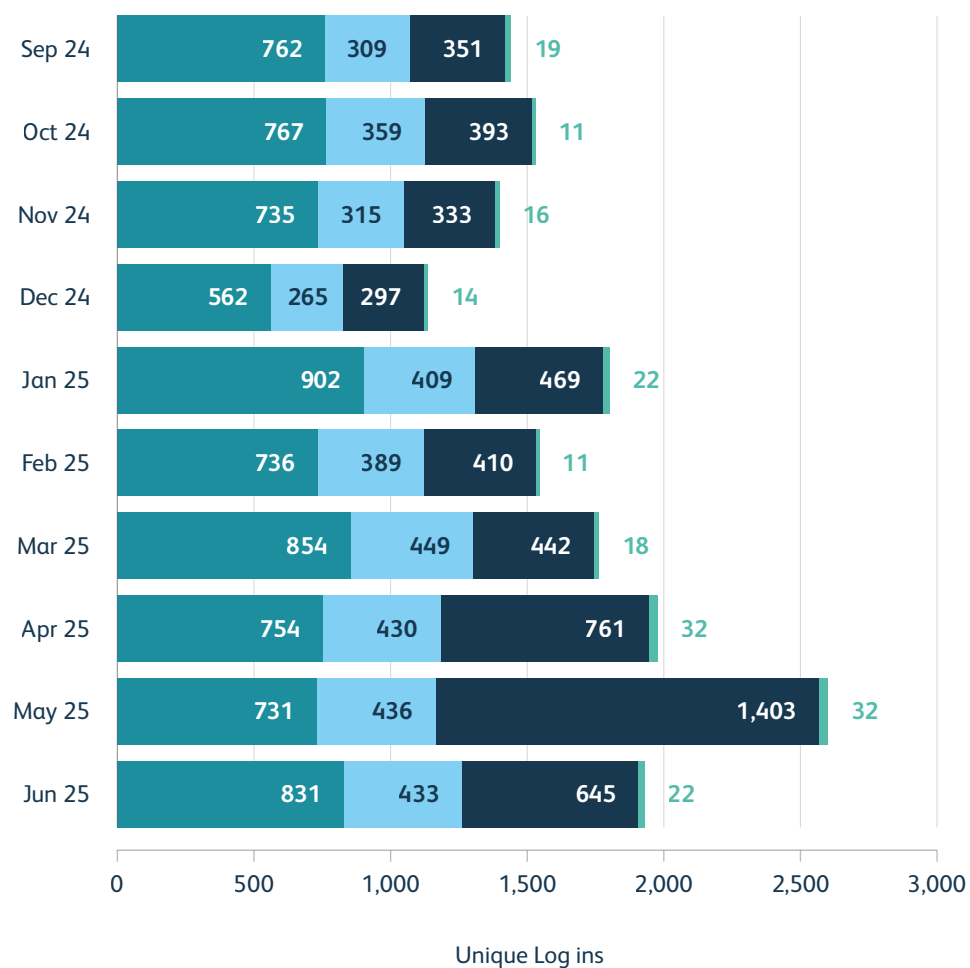
CLIENT
SPECIFIC

TOTAL MEMBERS REGISTERED



MEMBER LOG INS

Active Deferred Pensioner Beneficiary



Employer Engagement & Member Communication Activity

27

In this section...

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

EMPLOYER ENGAGEMENT & COMMUNICATION ACTIVITY

ALL
LPPA

Delivered

- LPPA won the award for Best Pension Scheme Communications Strategy at the 2025 Professional Pensions UK Pensions Awards. The award was presented for a series of campaigns delivered over the past 12 months, which helped to drive membership to the online PensionPoint portal.
- LPPA were also shortlisted for Third-Party Administrator of the Year at the same awards event.
- 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)
 - LGPS Scheme Essentials (including support with calculating final pay, CARE pay and assumed pensionable pay)
 - Employer Responsibilities (support with ongoing pension administration responsibilities)
 - Absence and Ill Health (support with managing different types of absence in the LGPS)
- The annual, online retired member newsletter was published on the LPPA website, and emails issued to members. The newsletter helped to support members looking to access their 2024/25 P60 documents, and included pension pay dates for 2025/26 and information on the McCloud remedy.
- Information on the McCloud Remedy was updated on the LPPA website for LGPS members.
- The LPPA website was updated in Q1 to include self-serve information on:
 - a. The LPPA Employer Toolkit – this was enhanced to include useful information for scheme members / employees, that can be issued by employers (emails or internal communications). Information included AVC's, the retirement process, nominating beneficiaries and ABS, in addition to existing information on registering for PensionPoint.
 - b. The LPPA website was also updated to include the latest details on APC limits.

- Pension Pulse (employer newsletter) was issued in Q1 with features on:
 - a. Employer toolkit retirement pack – this includes emails, posters and intranet wording to help employers promote the LGPS to employees.
 - b. New legislation introduced in April, which impacts on Assumed Pensionable Pay (APP), and is now applied when a member is on paid Neonatal Care Leave (NCL).
 - c. Accessing the UPM employer portal – a reminder for employers without a site administrator on how to request access to the UPM employer portal.
- McCloud eligibility was re-run for LGPS members in June, which included member data validation and verification. This was a pre-requisite to the calculation of remedy underpin and the production of Annual Benefit Statements for Active and Deferred members in July and August, as well as retrospectively applying remedy for retired members and beneficiaries (where benefits are currently in payment).

Scheduled

- The annual (online) newsletter will be issued to active and deferred members, and will include updates on McCloud, ABS timescales, and how to access their document.
- ABS documents will be also issued in the post to members who request a paper copy, and if no email address is on their record.
- Further improvements will be made to the LPPA pensions website.
- Further Pension Pulse (employer newsletter) communications will be issued in Q2.

EMPLOYER ENGAGEMENT & COMMUNICATION ACTIVITY

CLIENT
SPECIFIC

Employers

Date	Activity	Employer	Number in attendance
09 Apr	Employer Engagement - Bi-monthly Meeting	Cumbria Constabulary	2
24 Apr	Scheme Leavers	Furness College	1
12 May	Absence and Ill Health	Westmorland and Furness Council	1
22 May	Scheme Leavers	Great Corby School	1
04 Jun	Employer Engagement - Bi-monthly Meeting	Cumbria Constabulary	3
05 Jun	LGPS Scheme Essentials	Arnside National School	1

Members

Date	Activity	Employer	Number in attendance
14 Apr	Making Sense of Your Pension	CPF members	2
12 May	Making Sense of Your Pension	CPF members	1
13 May	Making Sense of Retirement	CPF members	1
09 Jun	Making Sense of Your Pension	CPF members	6
10 Jun	Making Sense of Retirement	CPF members	3



Data Quality

30

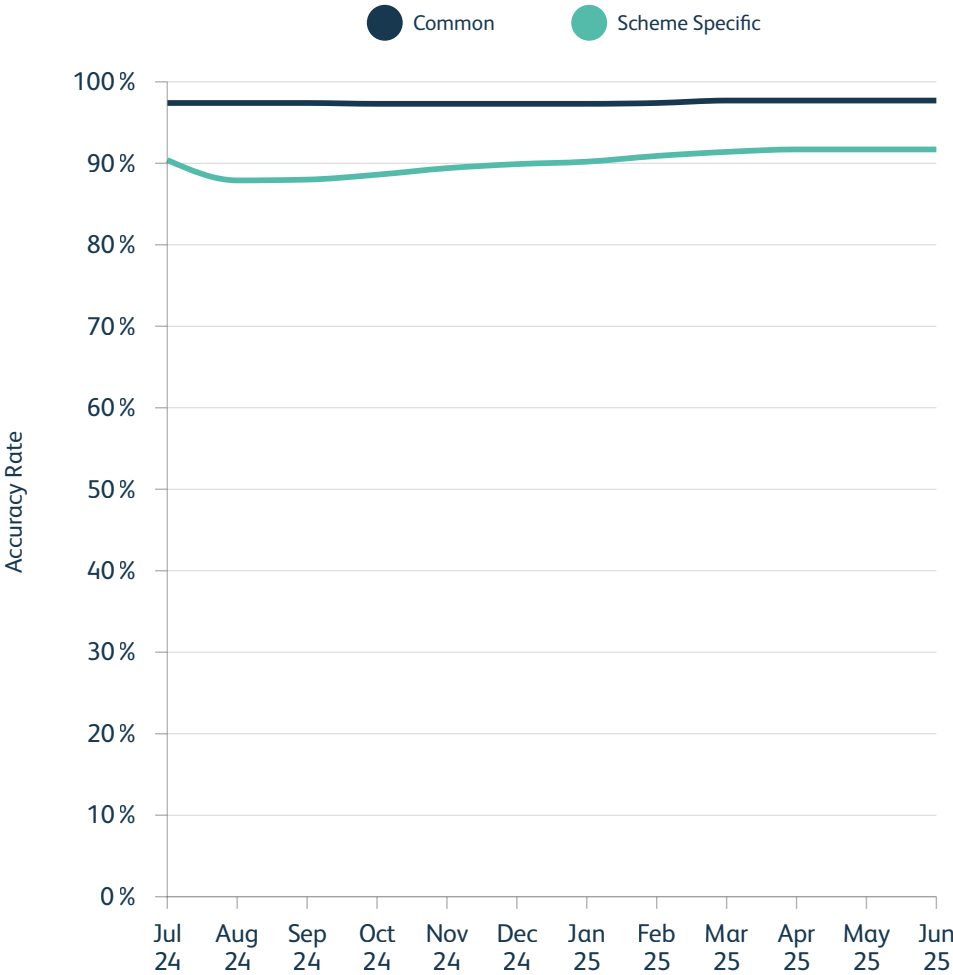
In this section...

- TPR data scores
- Common data
- Scheme specific data

DATA QUALITY

TPR DATA SCORES

CLIENT
SPECIFIC



	Common (Target 95 %)	Scheme Specific (Target 90 %)
Jul 24	97.4%	90.4%
Aug 24	97.4%	87.9%
Sep 24	97.4%	88.0%
Oct 24	97.3%	88.6%
Nov 24	97.3%	89.4%
Dec 24	97.3%	89.9%
Jan 25	97.3%	90.2%
Feb 25	97.4%	90.9%
Mar 25	97.7%	91.4%
Apr 25	97.7%	91.7%
May 25	97.7%	91.7%
Jun 25	97.7%	91.7%

END OF QUARTER DATA QUALITY (TPR SCORES)

CLIENT
SPECIFIC



COMMON DATA

CLIENT SPECIFIC

Data Item	Active	Deferred	Pensioner / Dependant
Invalid or Temporary NI Number	0	47	19
Duplicate effective date in status history	0	13	3
Gender is not Male or Female	14	2	0
Duplicate entries in status history	43	70	55
Missing (or known false) Date of Birth	0	0	0
Date Joined Scheme greater than first status entry	1	3	0
Missing Surname	0	0	0
Incorrect Gender for members title	0	0	0
Invalid Date of Birth	5	1	0
No entry in the status history	4	0	0
Last entry in status history does not match current status	135	20	0
Member has no address	117	936	54
Missing Forename(s)	0	0	0
Missing State Retirement Date	14	2	0
Missing postcode	114	951	54
Missing Date Joined Pensionable Service	3	0	0
Total Fails	450	2,045	185
Individual Fails	321	1,066	130
Total Members	21,126	25,060	21,038
Accuracy Rate	98.5%	95.7%	99.4%
Total Accuracy Rate	97.7%		



SCHEME SPECIFIC DATA

CLIENT SPECIFIC

Data Item	Fails
Divorce Records	1
Transfer In	427
AVCs/Additional Contributions	40
Deferred Benefits	21
Tranches (DB)	42
Gross Pension (Pensioners)	12
Tranches (Pensioners)	74
Gross Pension (Dependants)	7
Tranches (Dependants)	79
Date of Leaving	1,371
Date Joined Scheme	1,391
Employer Details	6
Salary	347
Crystallisation	679
CARE Data	157
CARE Revaluation	1
Annual Allowance	554
LTA Factors	1,271
Date Contracted Out	5
Pre-88 GMP	652
Post-88 GMP	1,406
Total Fails	8,543
Individual Fails	5,566
Total Members	67,224
Accuracy Rate	91.7%

Appendices








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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												

LPP

Local Pensions Partnership
Administration