
LPP

Local Pensions Partnership

LPP pension administration services



Introducing LPP pension administration service

Focused on the public sector

LPP is a well-established pension scheme administrator in the public sector, servicing the pensions of c.580,000 members across nine Local Government pension schemes (LGPS) involving multiple employers, seven Fire schemes and one Police scheme.

The company is owned jointly by Lancashire County Council (LCC) and London Pensions Fund Authority (LPFA).

LPP started operating in April 2016, both shareholders having independently been successful third-party pension administration service providers to public sector schemes for many years prior to this.



LPP operates with a not-for-profit philosophy

We seek to achieve economies of scale and efficiencies to allow investment in continuous improvement for the benefit of our public sector clients and their members, rather than profits for shareholders, without compromising on service quality. Our goals are aligned with those of our clients to ensure the right people get the right benefits at the right time and at the right cost to the taxpayer.

Number of members in pension schemes under administration

580,000*

Including:



9 Local Government pension schemes



7 Fire schemes



1 Police scheme

* At 30 September 2018

High quality service provision

We have a highly trained and experienced team, supported by a sophisticated technology platform offering comprehensive online member and employer services, and governed by rigorous processes and procedures, within a culture of continuous improvement.

Amongst various certifications and accreditations we hold, we take special pride in the Customer Service Excellence Award, gained by our administration function in Preston in 2008 – which was the first body to achieve the award – and re-accredited at every three-yearly renewal since then.

The Customer Service Excellence Award is now held across our multi-site administration business.



Collaborative working with clients

We place a strong emphasis on building effective and collaborative working relationships with clients.

Our approach is based on all participants sharing constructive dialogue and timely feedback to enable us to drive continuous improvement in the service.

Key components of our approach include:

- A clear understanding of client requirements and expectations translated into a well-defined Service Level Agreement (SLA) and Key Performance Indicators (KPIs).
- Timely, transparent and comprehensive client reporting.
- Strong governance processes to ensure scheme managers remain compliant with Code of Practice 14 and public sector pensions legislation.



Sharp focus on data accuracy

Accurate data is the cornerstone of efficient pension administration. LPP is 100% focused on ensuring that data systems and processes are working effectively across the whole administration environment.

We have developed a comprehensive data cleansing package for our LGPS and other public sector clients, which ensures their data will satisfy all of the Pensions Regulator's and actuarial reporting requirements.



Robust risk and data management and business security

We offer a secure, efficient and effective record management environment and place.

We have a comprehensive Risk Management Framework in place. This adopts best practice methods in the identification, evaluation and control of risks.

We maintain an up-to-date Business Continuity Plan, which is reviewed annually with a Disaster Recovery test every six months.



Our services

LPP provides a comprehensive pension administration and pension payroll service, which is fully compliant with relevant LGPS, Fire or Police scheme rules and legislation.

Members

'My Pension Online' offering self-service for:

- Annual Benefit Statement
- Forecast deferred, retirement and death benefit calculations
- Pensioner payslips and P60s
- Guides, leaflets and forms
- Topical newsletters and webcasts
- Scheme information
- Updating contact details and viewing death-grant nomination details

Events and surgeries around

- Annual benefit statements
- Induction and pre-retirement planning
- Pensioner support
- Major regulatory changes
- Annual or Lifetime allowances
- Scheme and service developments

Scheme employers

'Employer Administration Portal' offering self-service for:

- Registering joiner and leaver details
- Online forms
- Checking data
- Requesting calculations of costs of employee benefits
- Collection, reconciliation and accounting for pension contributions
- Scheme and service information

Events

- Annual Employer Forum
- Annual Practitioners' Conference for HR and payroll staff
- Sector-specific covenant workshops

Pension payroll

- Monthly pension payments and record maintenance
- Application of PAYE tax routines
- Calculation of overpayments on death and recovery handling
- Scheme payments, including retirement lump sums, death grants and trivial commutation

Ask Pensions Contact Centre for Members and Employers

Experienced staff available by phone (0300 local call) or email during business hours, Monday to Friday

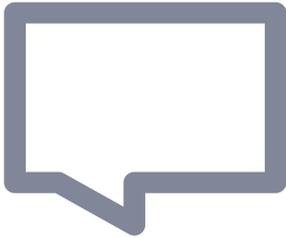
Specialist Services

- Pension Administration Strategy (PAS) design and implementation
- Pension Services Health Check
- General and common data analysis and cleansing
- Technical pensions advisory services
- Trivial Commutation analysis and programme implementation
- Employer covenant checks



Working with LPP

We work with clients on a collaborative basis. This can be achieved through a shared-service arrangement or more traditional contractual agreement.



For further information on our services or to discuss your specific requirements in more detail, please contact:

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Local Pensions Partnership Ltd

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