

your
pension
service

CUMBRIA PENSION FUND

Quarterly Performance Report

1 April 2019 to 30 June 2019

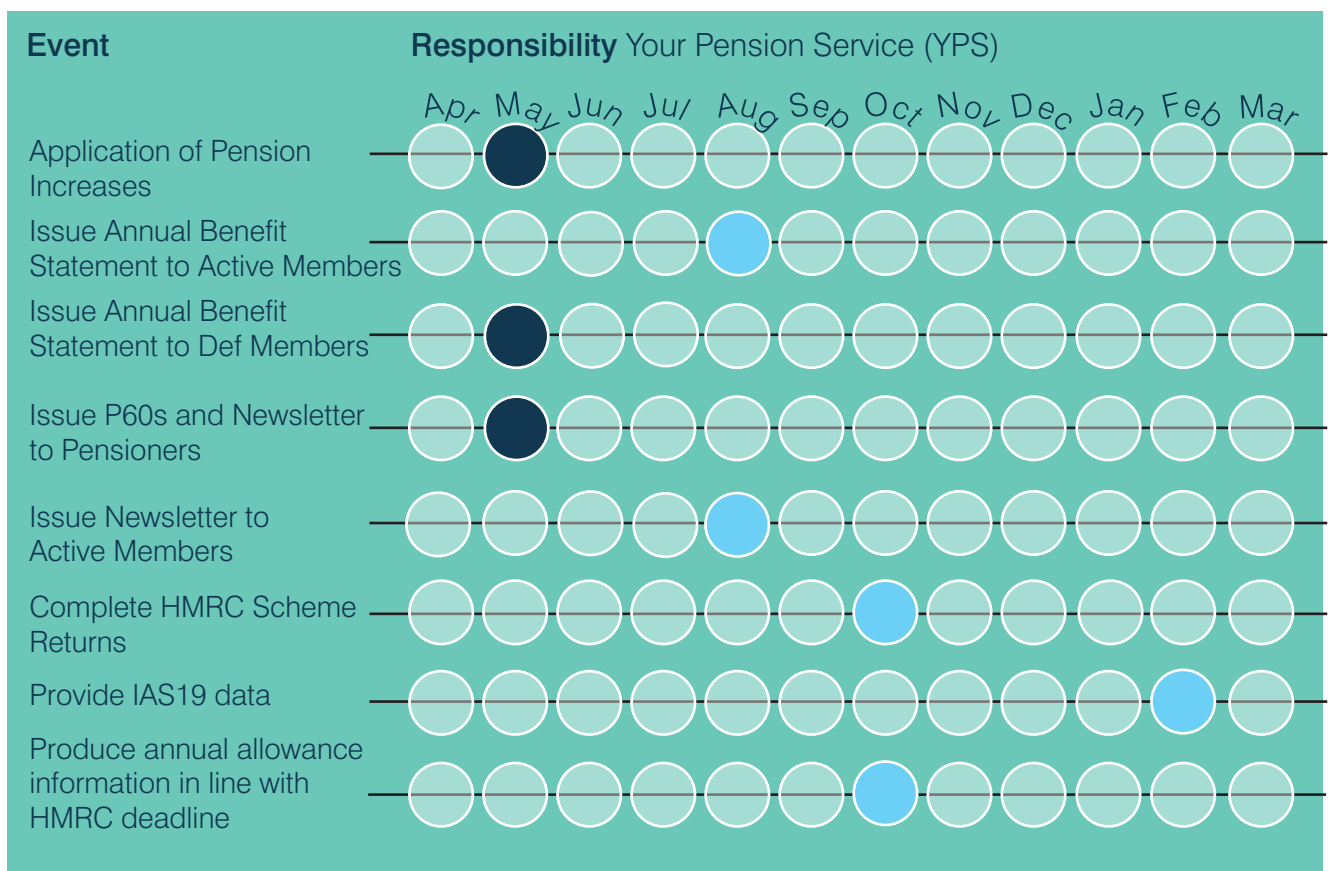


1. INTRODUCTION

This report sets out the performance of Your Pension Service against agreed targets. This report covers the period 1 April 2019 to 30 June 2019.

Annual Plan – 2019/20

● Due ● Completed



2. PERFORMANCE STANDARDS

LGPS

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. Overall performance against all case types was 95%.

Caseload and performance levels:



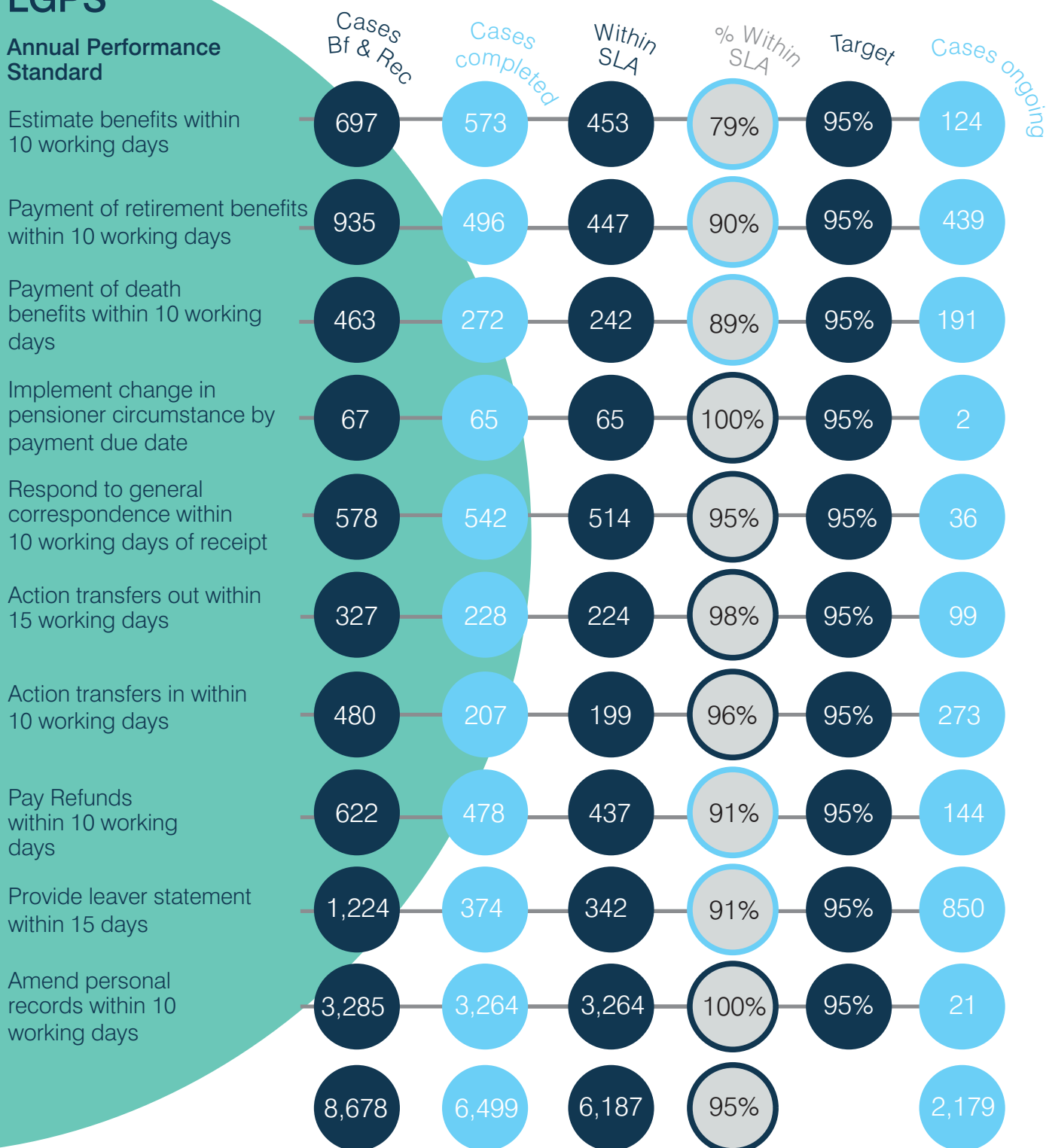
Target Hit



Target Miss

LGPS

Annual Performance Standard



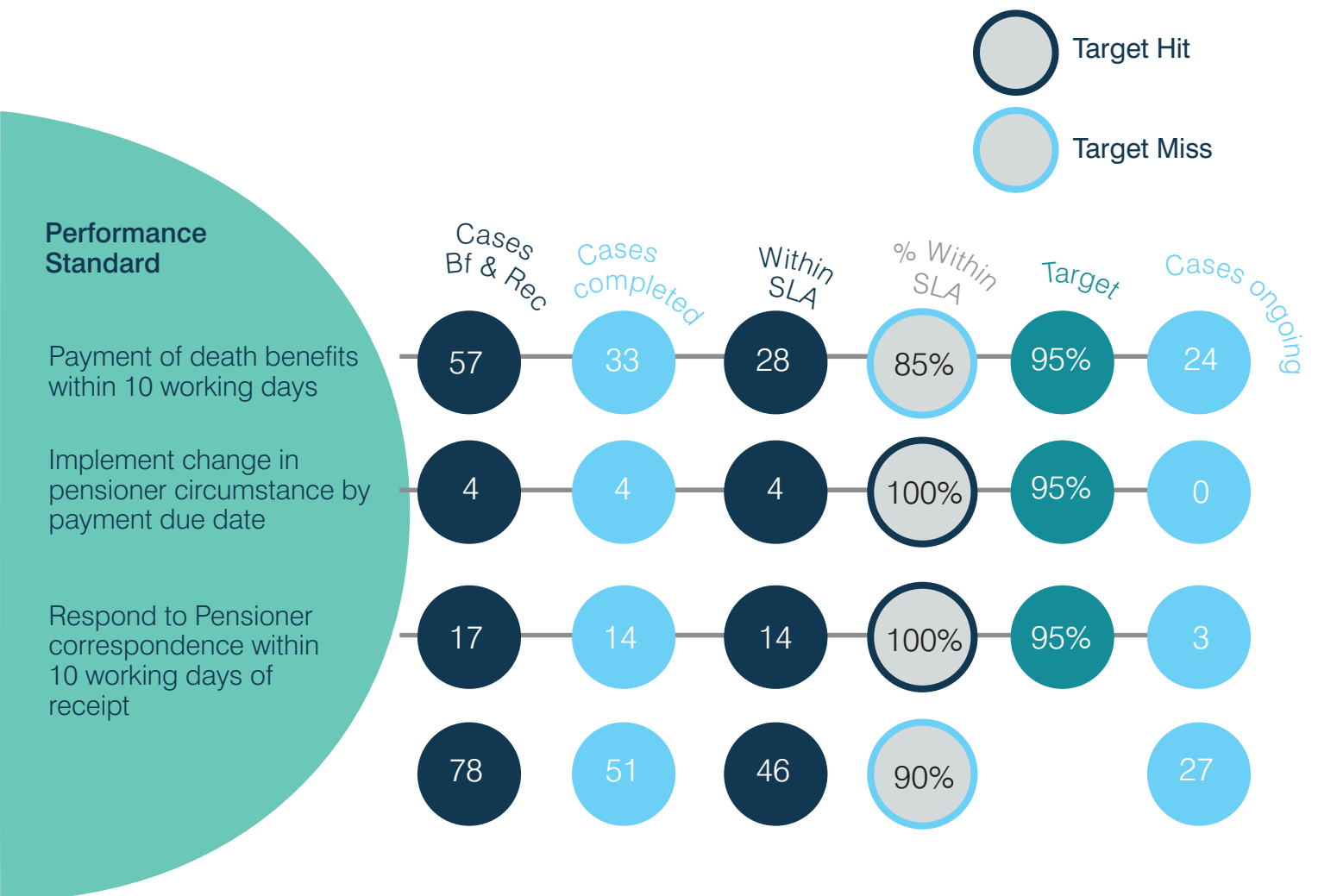
Please see table below for a breakdown of cases outstanding:

Reason	Payment of retirement benefits	Payment of death benefits	Total of cases ongoing
In progress (LPP can progress)	290	100	1,529
Awaiting member	113	52	209
Awaiting employer	27	10	331
Awaiting third party	9	29	110
Total	439	191	2,179

Cases processed and performance standards for Teachers and Fire are shown on the following pages.

Teachers (Pensioners)

In summary 51 individual calculations/enquiries were completed during the period and 46 met the performance standard; an overall performance of 90% was achieved.

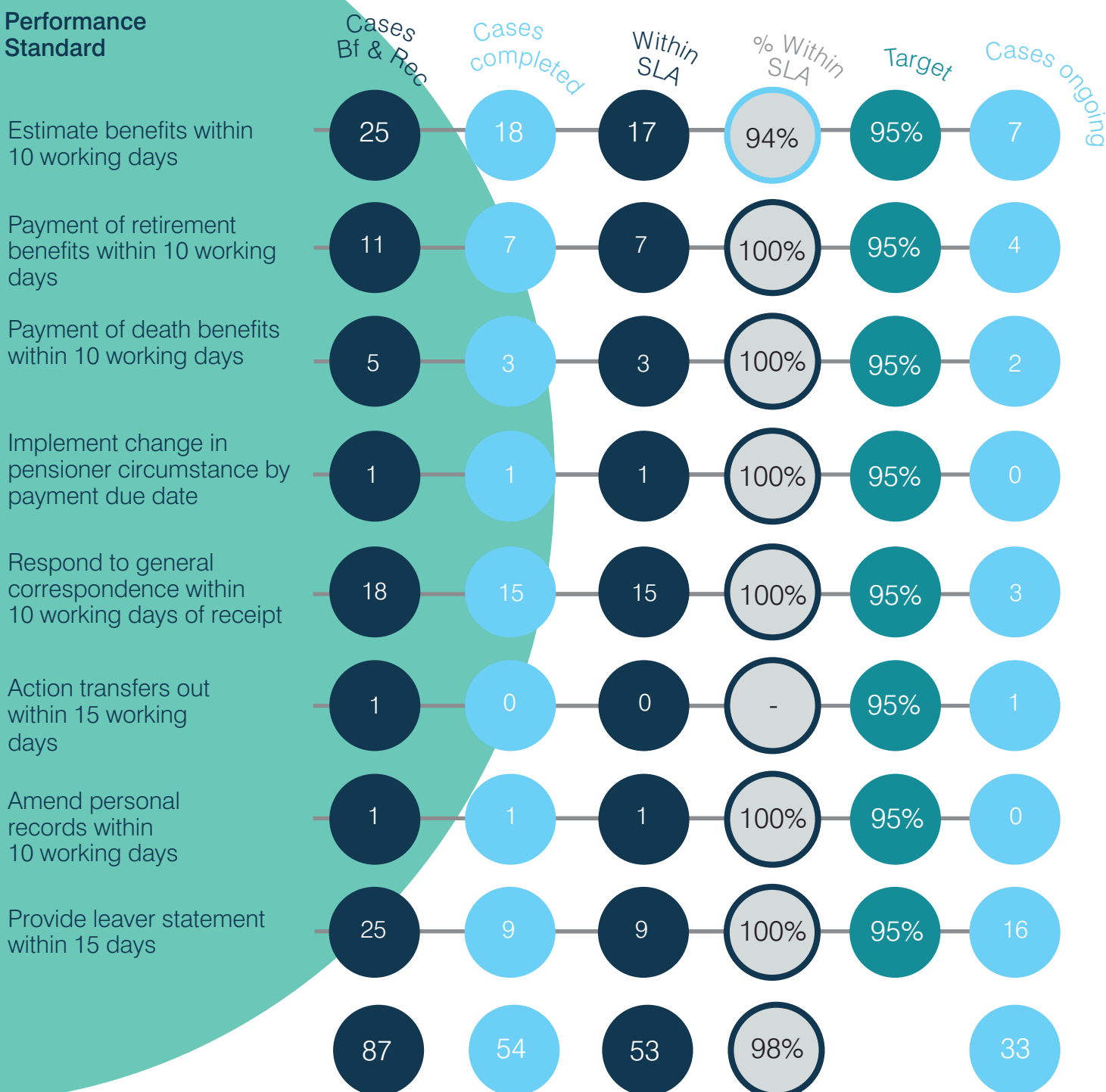


Fire (Old and New Scheme)

In summary 54 individual calculations/enquiries were completed during the period and 53 met the performance standard; an overall performance of 98% was achieved.



Performance Standard



3. MEMBERSHIP

The tables below show details of membership under administration as of 31 March 2019 and 30 June 2019

LGPS

	Membership at 31.03.2019	Q1 Net Changes	Membership at 30.06.2019
Active	16,453	-173	16,280
Deferred	25,202	- 91	25,111
Pensioner	16,185	+192	16,377
Total	57,840	- 72	57,768

As at 30 June 2019, there were 3022 pending leavers within the fund of those we have received 826 leaver forms. The membership numbers above assume that all of these pending leavers will become deferred members once their records have been updated.

My Pension Online

Total membership currently signed up to My Pension Online

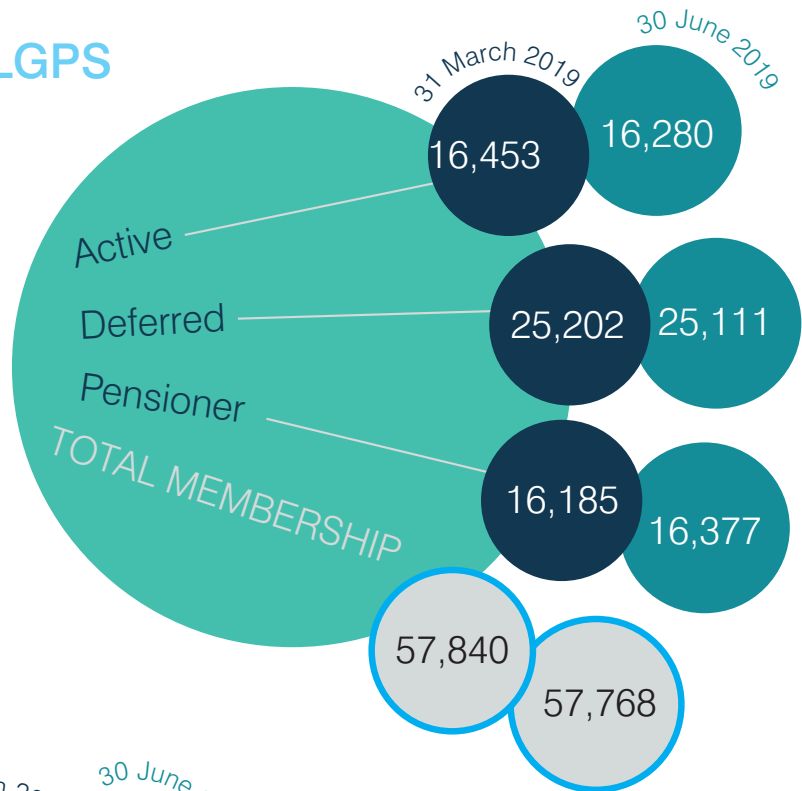
LGPS

	March 2019	% of membership	June 2019	% of membership
Active	6,818	41%	6,931	43%
Deferred	5,626	22%	5,672	23%
Pensioner	6,498	40%	6,628	40%
Total	18,942	33%	19,231	33%

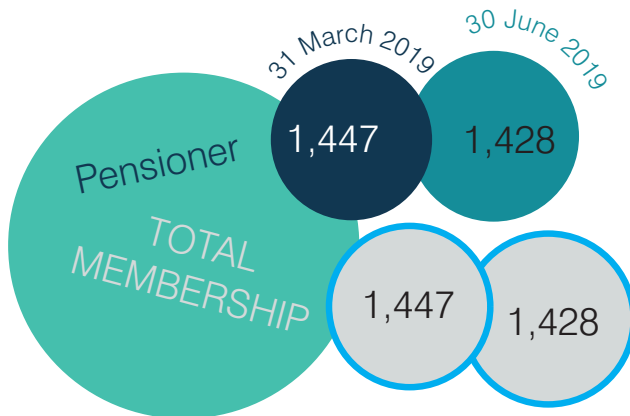
FIRE

	March 2019	% of membership	June 2019	% of membership
Active	173	34%	171	33%
Deferred	85	27%	88	27%
Pensioner	276	56%	276	55%
Total	534	40%	535	40%

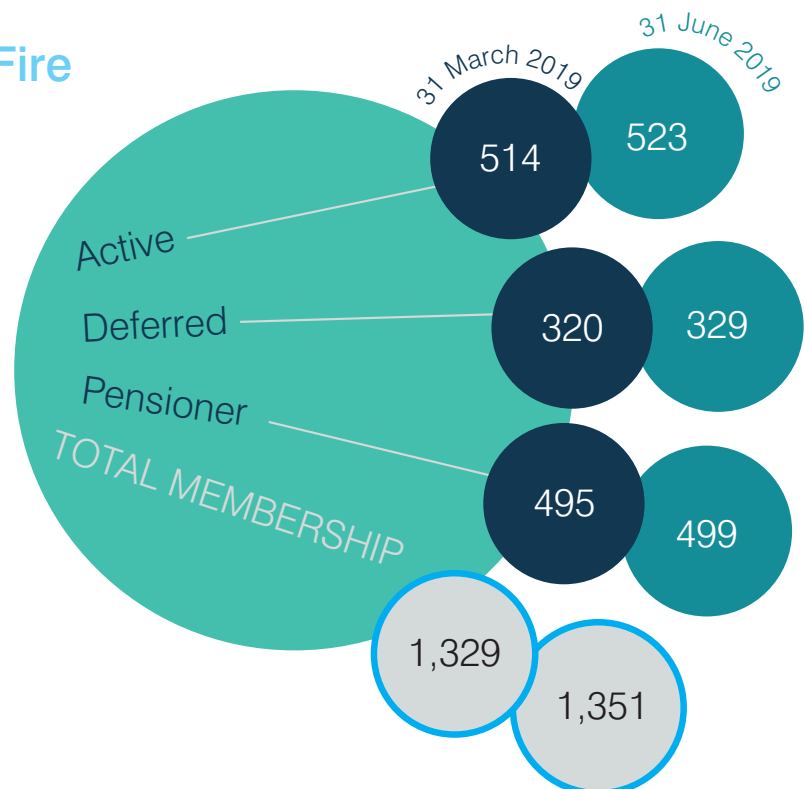
LGPS



Teachers



Fire



4. 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 2019 to 30 June 2019

Activity	Numbers Delivered
Employer Visit	2

Scheme member

Member engagement activity for 1 April 2019 to 30 June 2019

Activity	Numbers Delivered
Pension Surgery	1
Scheme Basics Presentation	1

5. CUSTOMER SERVICE

Retirement Experience

Elapsed time from retirement to the date that the pension is ready for payment.

Average 67 days
to payment
of pension

264 new
pensioners

Compliments/Complaints

3 compliments

20 complaints





The compliments received related to the helpful, prompt and professional service provided by the staff within Your Pension Service.

A high proportion of complaints relate to delays and communication.

Customer Satisfaction Surveys







LPP have introduced feedback mechanisms to measure customer satisfaction following interaction with the service. Results for the period 1 April 2019 to 30 June 2019 are shown below:

Contact Centre Emails (Introduced 22 May 2019 across the entire client base).

Email				Overall Rating
Number of respondents	881	199	350	
Percentage of respondents	62%	14%	24%	Average

Retirement Survey (introduced 26th May 2019, results for LGPS Cumbria members. The response rate was 40%):

Since implementation of the satisfaction survey, of all retirees that had registered an e-mail address, 40% took part in the survey.

LGPS Cumbria						Overall Rating
Number of respondents	15	8	2	6	3	
Percentage of respondents	44%	24%	6%	18%	9%	Satisfied

Contact Centre

A dedicated Contact Centre is the first point of contact for both scheme members and employers. Over the period 94% of LGPS and 91% of Fire calls were successfully answered against a target of 90%. Call wait time commences from when the call is connected.

Cumbria LGPS		Q1
Total Calls answered		3,075
Connect Rate		94%
Call Waiting (Max)		00:10:03
Call Waiting (Avg)		00:02:09

Cumbria Fire		Q1
Total Calls answered		118
Connect Rate		91%
Call Waiting (Max)		00:10:04
Call Waiting (Avg)		00:02:36

Call Category

Cumbria LGPS		Q1
General Enquiries		2,515
Pensions Online and P60		560

Cumbria Fire		Q1
General Enquiries		95
Pensions Online and P60		23

Website Analytics

For our top 10 pages viewed we excluded any visits to the landing pages (e.g. our home page, LGPS Landing page), this allowed us to view which pages are more frequently visited as an information source rather than a navigation point. We also excluded any webpage that followed on from our “**Employer**” route, and police and fire pages. This ensures we are mainly focusing on the LGPS member interactions.

Top 10 Pages: 1 April 2019 to 30 June 2019

Unique Pageviews by Page Title

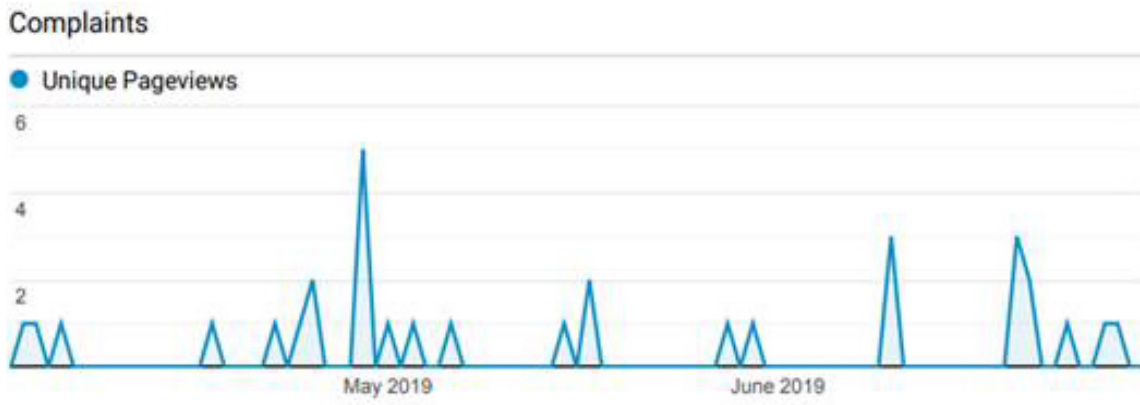
Page Title	Unique Pageviews
My Pension Online	22,428
P60	5,059
Contact YPS	3,912
Newsletters	3,691
Members - Active, Deferred & Pensioner	3,455
Guides, Leaflets and Forms	2,498
Opt out of the scheme	2,324
New Look My Pension Online - Member Self-Service	1,769
Topping Up	1,500
Pensions' Increase 2019	1,262

Opposite is a summary of website analytics that considers “**Unique Page Views**” made by website users. Reviewing the “**Unique Page Views**” rather than the “**Page Views**” allows us to focus on the individual user over the number of “**Page Views**”*.

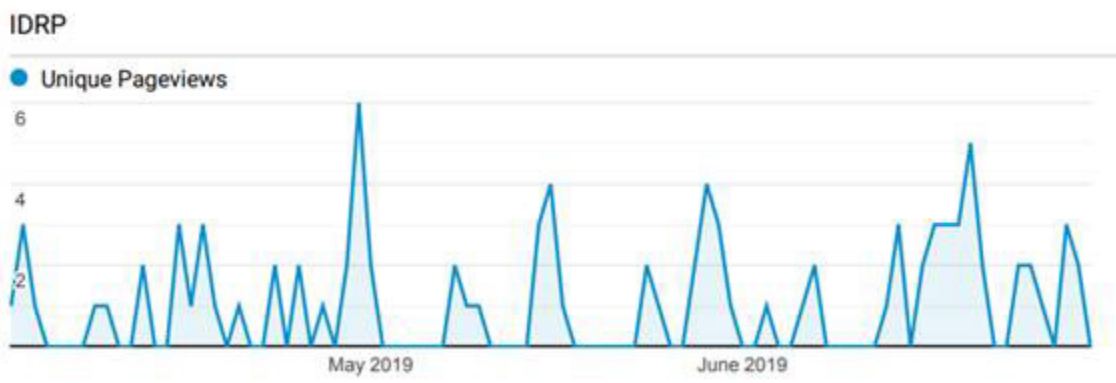
For “**Unique Page Views**” if a user in a single session visits the same page 5 times to navigate back and forth, this would only count a single view by a single member until their session expired or they exited the site.

*“**Page Views**” in the above scenario would count 5 interactions with the page even though the user is only using this as a navigation point.

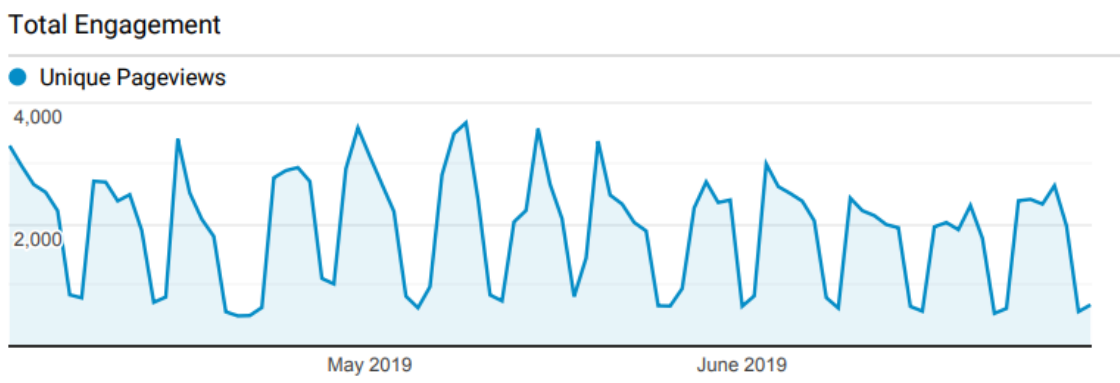
The summary below displays the number of times a user interacts with the **Complaints Procedure Page**.



The summary below displays the number of times a user interacts with the **Appeals/IDRP Page**.



The summary below displays the daily engagement across the whole website.



The IDRP & Complaints pages receive on average <0.04% of traffic on any given day.

These analytics cover the period 1 April 2019 to 30 June 2019