

Lincolnshire Pension Fund

1.0 Scheme Information

1.1 Membership numbers in the Lincolnshire Fund are as follows:

Numbers	Active	Deferred	Undecided	Pensioner	Frozen
LGPS	22,889	26,616	650	24,436	2,590
Percentage of Membership	29.65	34.49	0.84	31.66	3.36
Change from Last Quarter	+578	-171	-16	+423	-57

Undecided is someone who has left their employment but is **undecided as to the action that they now want to take with regard to their pension benefits.*

1.2 Number of Employers in the Lincolnshire Pension Fund

Scheduled		As at 31.3.18	Number Admitted	Number Joining	Number Leaving	As at 31.3.19
Schedule 1	Local Authorities	17	0	0	0	17
	Academies	165	1	0	0	166
	Others – active	29	0	1	1	29
Schedule 2	Town and parish Councils	27	0	0	0	27
	Others – actives	0	0	0	0	0
Total Scheduled		238	1	1	1	239
Admitted						
Admission		28	0	0	1	27
Others	Actives	0	0	0	0	0
Total Admitted		28	0	0	1	27

2.0 Member Contact

2.1 Over the quarter July to September we received **0** online customer responses.

Over the quarter July to September **100** Lincolnshire member's sample survey letters were sent out and **16 (16%)** returned:

Overall Customer Satisfaction Score;

July to Sept 2019	Oct to Dec 2019	Jan to March 2020	April to June 2020	July to Sept 2020
87.9%	84.5%	78.7%	92.7%	94.9%

Appendix A – Customer survey results.

3.0 Internal Disputes Resolution Procedures

3.1 All occupational pension schemes are required to operate an IDR. The LGPS has a 2-stage procedure. Stage 1 appeals, which relate to employer decisions or actions, are considered by a person specified by each employer to review decisions (the 'Adjudicator'). Stage 1 appeals relating to appeals against administering authority decisions or actions are considered the Pension Fund Manager. Stage 2 appeals are considered by WYPF.

3.2 The following decisions were made:

Date of Claim	Stage	Nature of Dispute	Decision
06/04/2020	Stage 2	Member requested to be able to count retrospective service for which he had not been admitted to the scheme in 2005. This was a relief post for which the member would not have been admitted to the scheme automatically but would have to have opted in himself. As the member did not make any such request at the time LCC were not willing to agree to a retrospective request.	Turned down

3.3 Ombudsman

No appeals

4.0 Data Score

4.1 As part of the annual return to The Pensions Regulator (TPR) WYPF is required to report a data quality score by measuring the quality of the data for common data and scheme specific data. The latest scores are:

Common	95.66%
Scheme Specific	84.03%

- 4.2 A data Improvement Plan is in place, which primarily aims to address the key issues identified from the Funds Data Quality review and data quality score, and details the plans in place to improve the data we hold

Appendices

These are listed below and attached at the back of the report	
Appendix A	Customer survey results