

Administration Update 3 December 2025

Claire Newbery

Pensions Operations Manager





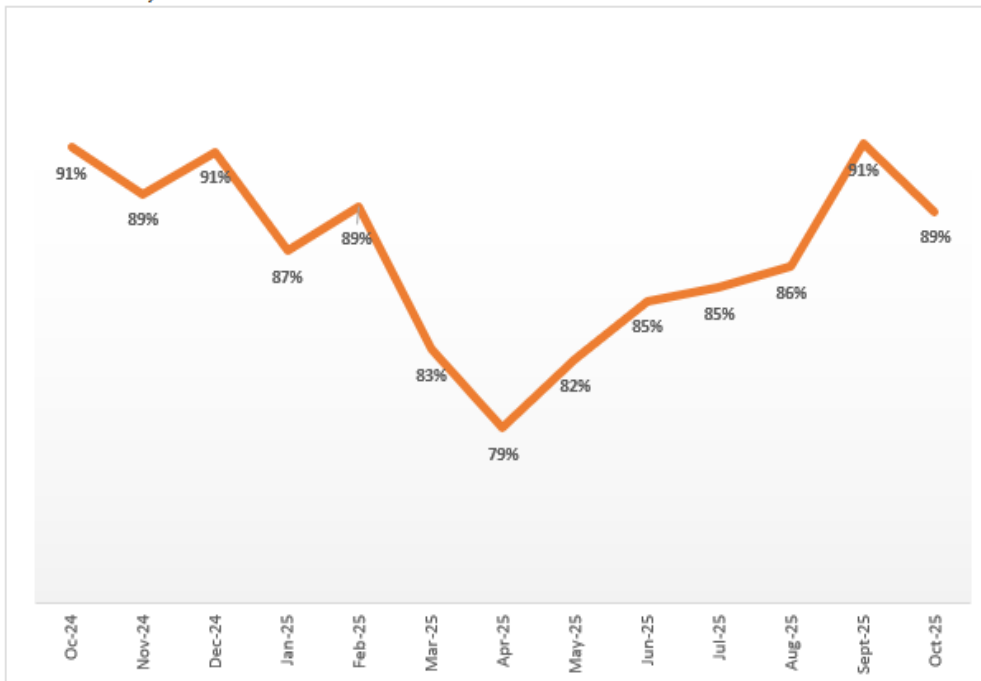
KPI's



SLA monthly performance average Oct 2024 to Oct 2025

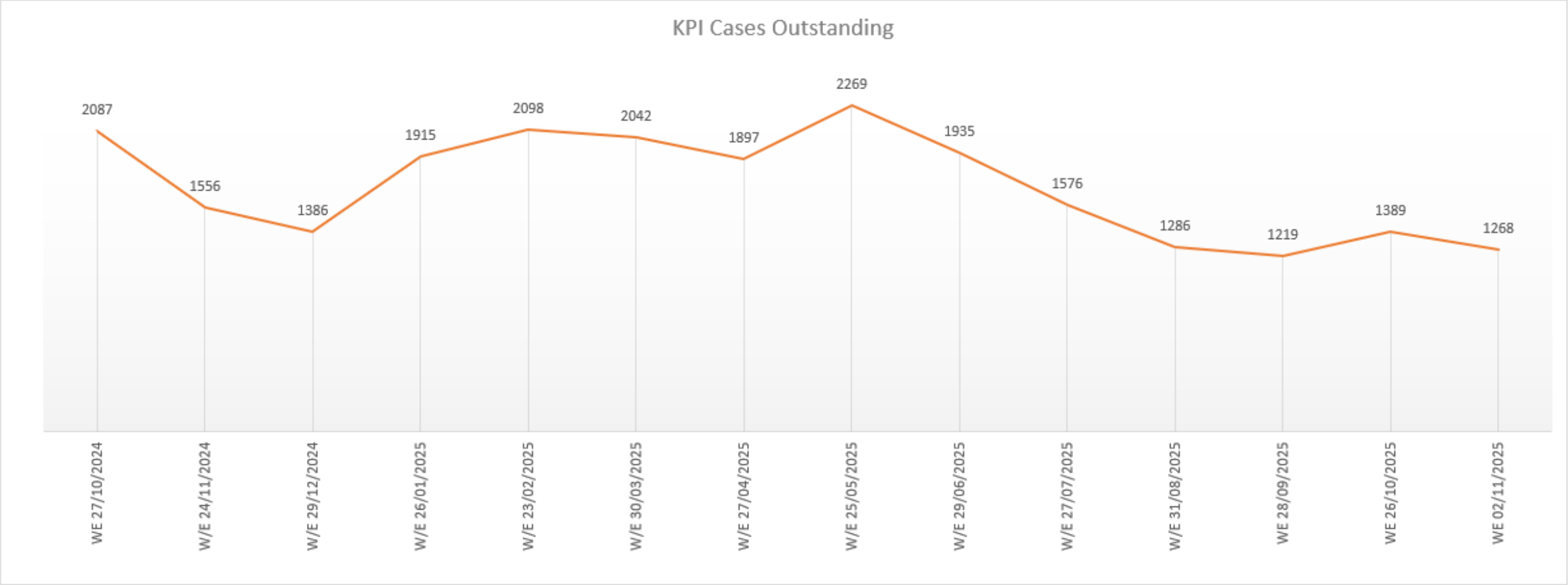
Average SLA Performance

*Based on weekly KPI data

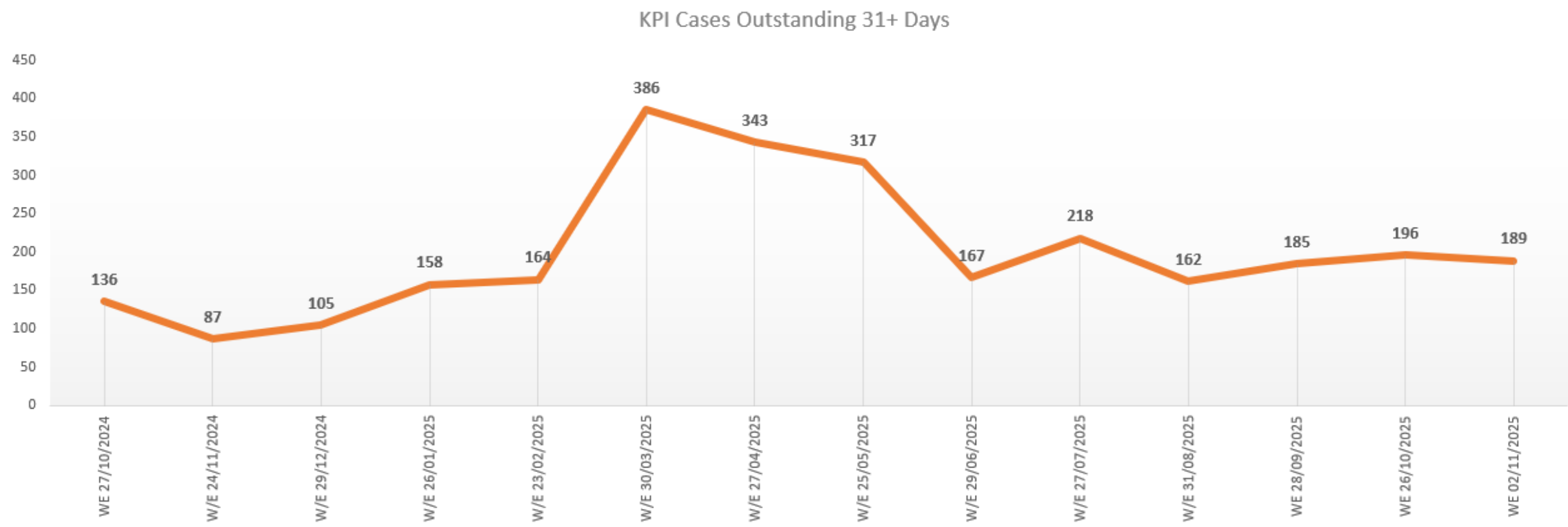


KPI Category	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sept-25	Oct-25	Cases Created Oct-23 to Oct-25
Death Notification	94.4%	94.0%	87.6%	100.0%	93.8%	63.8%	71.0%	76.7%	90.6%	97.0%	98.2%	94.8%	98.7%	1,259
Death - Act/Def/Pen - Payment	67.5%	94.4%	67.7%	81.6%	65.3%	59.9%	49.2%	60.3%	52.6%	70.4%	70.9%	51.4%	55.6%	951
Retirement (Active) - Quote	84.1%	60.0%	86.3%	45.5%	83.5%	77.7%	80.4%	69.7%	61.7%	76.8%	89.9%	85.0%	79.9%	3,112
Retirement (Active) - Actual	99.1%	96.7%	96.7%	94.4%	90.1%	83.5%	69.4%	78.5%	80.8%	97.0%	92.1%	90.6%	93.5%	2,132
Retirement (Deferred) - Quote	88.2%	98.2%	96.2%	73.8%	71.3%	57.0%	25.5%	72.3%	80.7%	68.7%	81.0%	93.5%	91.0%	4,989
Retirement (Deferred) - Actual	90.7%	98.8%	99.1%	99.0%	98.7%	77.0%	85.5%	77.4%	76.1%	88.5%	90.6%	90.9%	86.9%	3,340
Divorce - Quote	91.7%	100.0%	100.0%	100.0%	100.0%	100.0%	86.3%	95.5%	100.0%	96.4%	100.0%	96.9%	100.0%	573
Divorce - Actual	100.0%	33.3%	0.0%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	18
Refund - Quotes	75.1%	87.9%	66.4%	73.4%	93.3%	72.5%	52.5%	64.1%	67.3%	52.1%	36.1%	85.5%	84.2%	5,630
Refund - Actual	95.2%	85.3%	81.7%	66.7%	68.6%	61.1%	77.7%	39.3%	70.3%	94.8%	98.6%	100.0%	94.6%	2,140
Deferred Benefits	95.7%	76.9%	95.1%	92.6%	87.8%	86.0%	83.8%	84.6%	87.9%	97.8%	90.0%	90.8%	86.7%	6,355
Transfer In (Active) - Quote	91.8%	59.4%	56.6%	97.4%	93.9%	77.1%	60.0%	42.2%	64.9%	58.9%	44.7%	33.3%	95.5%	794
Transfer In (Active) - Actual	48.0%	51.4%	79.2%	0.0%	56.4%	50.0%	100.0%	63.9%	47.7%	78.6%	72.2%	83.3%	50.0%	387
Transfer Out (Active/Deferred) - Quote	42.5%	12.1%	46.6%	35.9%	2.8%	9.8%	30.4%	34.8%	27.2%	43.5%	46.4%	52.0%	8.8%	2,352
Transfer Out (Active/Deferred) - Actual	100.0%	100.0%	100.0%	100.0%	83.3%	100.0%	33.3%	100.0%	85.4%	100.0%	62.5%	77.8%	20.8%	239
Employer Estimate - Quote	94.4%	91.7%	80.8%	94.5%	100.0%	97.5%	92.0%	76.4%	86.4%	90.2%	91.7%	100.0%	91.7%	483
Member Estimate - Quote	86.9%	98.7%	100.0%	91.9%	97.5%	94.3%	96.3%	87.1%	100.0%	90.9%	77.2%	76.7%	60.8%	1,499
Joiner	100.0%	100.0%	100.0%	99.6%	100.0%	99.6%	99.8%	99.8%	100.0%	95.4%	100.0%	100.0%	100.0%	26,003
Weighted Average	91%	89%	91%	87%	89%	83%	79%	82%	85%	85%	86%	91%	89%	

Total KPIs outstanding – Oct 2024 to Oct 2025

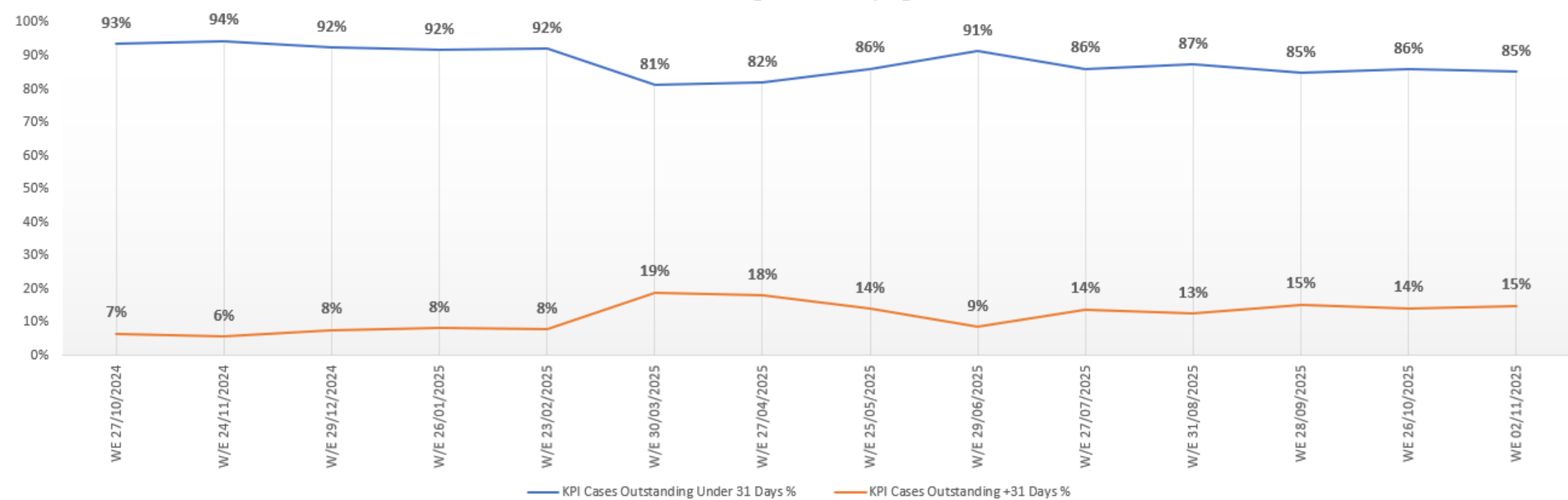


KPIs outstanding over 31 days – Oct 2024 to Oct 2025



KPIs case by age % - Oct 2024 to Oct 2025

Outstanding KPI Tasks by Age %



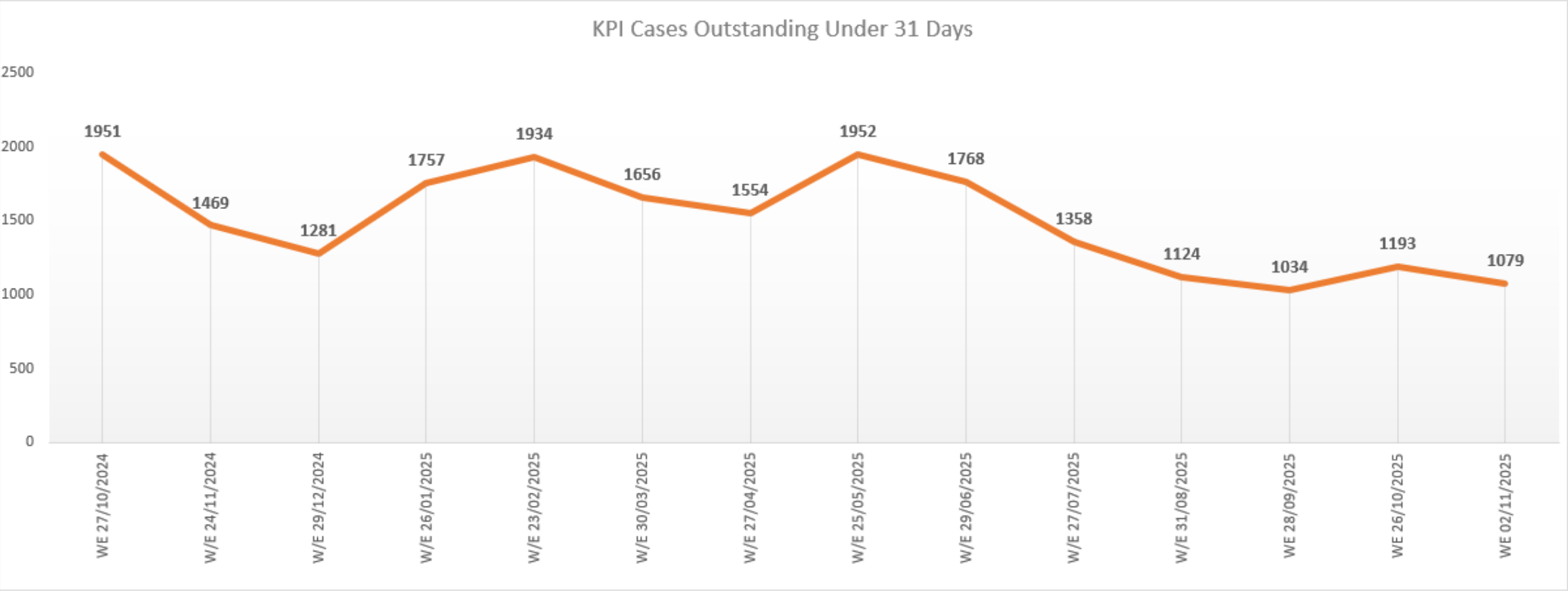
KPI cases completed period ending Oct 2025

(cases numbers v target – cumulative % processed)

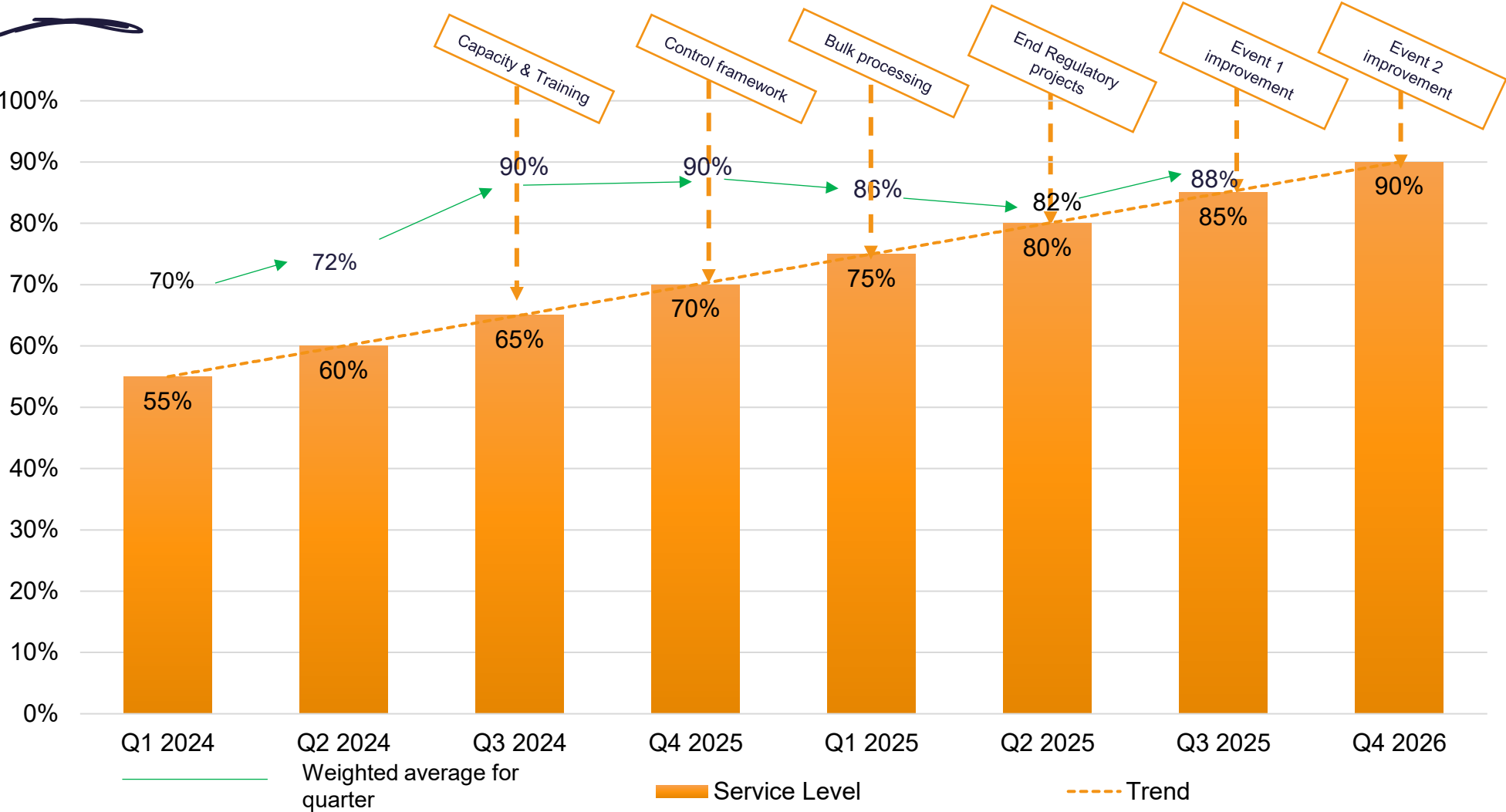


		Tasks Current Quarter									
		Actual Days to Process									
		0 to 5	6 to 10	11 to 15	16 to 20	21 to 25	26 to 30	31 to 40	41 to 45	46 to 59	60+
Death Notification	5 Days	98%	100%								
Death - Act/Def/Pen - Payment	10 Days	25%	56%	69%	72%	78%	83%	83%	83%	89%	100%
Retirement (Active) - Quote	15 Days	38%	54%	79%	89%	92%	94%	98%	98%	100%	
Retirement (Active) - Actual	15 Days	72%	83%	94%	96%	96%	96%	96%	97%	99%	100%
Retirement (Deferred) - Quote	30 Days	12%	30%	49%	68%	81%	87%	93%	93%	95%	100%
Retirement (Deferred) - Actual	15 Days	55%	82%	87%	95%	96%	97%	98%	99%	99%	100%
Divorce - Quote	45 Days	36%	67%	74%	79%	90%	95%	97%	100%		
Divorce - Actual	15 Days										
Refund - Quotes	10 Days	66%	78%	82%	86%	89%	91%	96%	98%	100%	
Refund - Actual	10 Days	88%	96%	98%	99%	99%					
Deferred Benefits	30 Days	24%	54%	67%	76%	81%	86%	91%	96%	99%	100%
Transfer In (Active) - Quote	10 Days	73%	91%	100%							
Transfer In (Active) - Actual	10 Days	33%	67%	100%							
Transfer Out (Active/Deferred) - Quote	10 Days	3%	12%	43%	71%	83%	84%	97%	97%	100%	
Transfer Out (Active/Deferred) - Actual	10 Days	25%	25%	38%	63%	75%	88%	100%			
Employer Estimate - Quote	15 Days	68%	76%	92%	100%						
Member Estimate - Quote	15 Days	45%	56%	61%	85%	88%	95%	98%	98%	100%	
Joiner	40 Days	39%	91%	100%							

KPI cases outstanding under 31 days – Oct 2024 to Oct 2025



Service performance – plan v's actual – Oct 2025



Statutory Annual requirements



Year End 2024/25 Overview



Data Return outcomes

- **504 employers** submitted year-end data returns, covering 41,709 members.
- **2 employers** (0.4%) were fined for late returns.
- **3 employers** (0.6%) were fined for excessive data queries (less than 2% query rate overall).
- **8 employers** (1.6%) received a data improvement plan (reduced from 21 in 2024).
- **Employer participation** increased by 4% compared to the previous year.

Process Improvements supporting improved outcomes

- **New APP¹ Data Spreadsheet**: Introduced a structured spreadsheet for employers to submit APP data. Feedback was overwhelmingly positive, with many noting improved clarity and efficiency.
- **Online Declaration**: Launched an online declaration tool, which was well-received by employers.
- **Enhanced Data Checks**: Data Control Team's proactive checks throughout the year led to a smoother year-end, reducing queries and enabling completion by the Fund two weeks earlier than in 2023/24.

¹ Assumed Pensionable Pay

Annual Benefit Statements 2025

ABS issued – breakdown by McCloud group & despatch method

Member type	Active members			Deferred members		
	Postal	Email	Total	Postal	Email	Total
McCloud group						
Group 1 – McCloud protected with underpin	274	328	602	223	120	343
Group 2 - McCloud protected with £0.0 underpin	3294	4061	7355	3524	2511	6035
Group 3 – McCloud protected but cannot quote underpin value	13	33	46	8	13	21
Group 4 – No protection, non qualifying	19595	10982	30577	23579	11292	34871
Total ABS issued	23176	15404	38580	27334	13936	41270

ABS issued vs. Population

Member type	Active	Deferred
Population	39087	45392
Errors	14	62
Gone Aways	43	3827
£0.0 pension	440	171
Other queries	10	62
Total ABS issued	38580	41270

Percentage of population issued	98.7%	90.9%
October sweep-up run – number issued	35	66

Project Updates



My Pension Online

Overview

- | | |
|------------------------------------|---|
| What it is ? | <ul style="list-style-type: none">• Provides secure, 24/7 access to pension information• Enable lifestyle-based retirement planning• Getting to members pension details quicker• Support digital-first member engagement |
| Benefits | <ul style="list-style-type: none">• SMS two-factor authentication for enhanced security• Accessible, user-friendly design• Clear retirement planning tools• Fast, easy access to pension details |
| What and how the project delivered | <ul style="list-style-type: none">• DPIA for governance and compliance• Platform build and workflow setup• User testing across Fund teams• Registration campaign and stakeholder engagement• Staff training and rollout support |
| Future Developments | <ul style="list-style-type: none">• Boost member registrations – developing communication opportunities• Online P60s and payslips• Digitised workflows and processing |



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Retirement planner

Use our retirement planner to set or edit calculations based on your expenditure vs income to help ensure your retirement matches your lifestyle.



Annual Benefit Statements

View and compare all of your previous Annual Benefit Statements in one location.



Manage beneficiaries

Manage who should receive your pension benefits if you pass away.



Benefit calculators

Our online retirement calculators will help you work out what you're likely to receive when you retire.



Latest valuation

View the most recent valuation of your pension and a detailed breakdown of your pension benefits.

Pensions Dashboard Update

