

Local Pension Board – Supplementary Performance Information

14 March 2018

Purpose of paper

The London Borough of Havering Local Pensions Board (LPB) receive standardised monthly performance data produced by LPP. We understand that the Board would like greater transparency around the following areas:

1. Visibility around the target SLA for each case type;
2. Year to date (YTD) performance, in addition to the standard monthly report;
3. The elapsed time of cases which are currently on hold, pending receipt of further information from a third party; and
4. A high-level overview of the 'reason' a case may be on hold.

This report provides an overview of items 1-4 for discussion with the Board at their meeting on 2nd April 2019.

SLA targets and YTD performance (items 1 & 2)

The table below gives a high-level overview of YTD performance for the period 1st April 2018 to 28th February 2019. **Please note:** these figures will include the processing of inherited backlog cases which have been cleared throughout the year.

1	Admissions - SLA 3 days	Received	Completed	Completed On Time	% On time
01	Admissions	1113	1107	1032	93.22
01b	Admissions (Automatic Enrolment)	0	0	0	100.00
01O	Opt in	0	1	1	100.00
01R	Admissions (Monthly return)	1	1	1	100.00
01w	Admissions (online Joiners)	598	568	567	99.82
	Total	1712	1677	1601	95.47
2	Transfers in - SLA 4 days	Received	Completed	Completed On Time	% On time
02A	IFA IN (Actual)	16	18	9	50.00
02E	IFA in (estimate)	132	111	78	70.27
03A	Other TV in (actual)	8	9	7	77.77
03E	Other TV in (estimate)	99	83	68	81.92
	Total	255	221	162	73.30
3	Transfers out - SLA 5 days	Received	Completed	Completed On Time	% On time
09A	IFA Out (Actual)	29	31	25	80.64
09E	IFA Out (estimate)	87	88	67	76.13
10A	Other TV out (actual)	11	9	8	88.88
10E	Other TV out (estimate)	75	75	62	82.66
	Total	202	203	162	79.80
4	Estimates member - SLA 5 days	Received	Completed	Completed On Time	% On time
08	Estimates - individual	363	363	280	77.13
	Total	363	363	280	77.13

5	Estimates employer - SLA 5 days	Received	Completed	Completed On Time	% On time
22	Employer Estimate	131	133	120	90.22
22w	Estimates (Online Forms)	0	0	0	100.00
	Total	131	133	120	90.23
6	Retirements - SLA 5 days	Received	Completed	Completed On Time	% On time
12	DBs into payment	232	189	166	87.83
14	Retirement	172	217	163	75.11
14q	Third tier ill health review	0	0	0	100.00
14w	Retirements (immediate online)	75	47	47	100.00
	Total	479	453	376	83.00
7	Deferred benefits - SLA 4 days	Received	Completed	Completed On Time	% On time
11	Deferred Benefits	721	662	540	81.57
11w	Deferred Benefits (online Leaver)	225	170	170	100.00
	Total	946	832	710	85.34
8	Refunds - SLA 4 days	Received	Completed	Completed On Time	% On time
16	Refund	387	417	323	77.45
16w	Refunds (Online Forms)	212	181	181	100.00
	Total	599	598	504	84.28
9	Deaths - SLA 3 days	Received	Completed	Completed On Time	% On time
13	Death in service	9	6	5	83.33
13w	Death in service (Online Forms)	1	0	0	100.00
20	Death on Pension	188	157	126	80.25
20d	Death on Deferred	3	1	1	100.00
	Total	201	164	132	80.49
10	Correspondence - SLA 5 days	Received	Completed	Completed On Time	% On time
24	Correspondence (customer) - level 3	246	305	198	64.91
24A	Change of address	457	465	441	94.83

	Total	703	770	639	82.99
11	Additional Contributions - SLA 5 days	Received	Completed	Completed On Time	% On time
04	Additional Contributions	7	9	6	66.66
04a	Additional Pension Contributions (APCS) actual	5	4	3	75.00
04e	Additional Pension Contributions (APCS) estimate	2	2	2	100.00
	Total	14	15	11	73.33
12	Divorce - SLA 5 days	Received	Completed	Completed On Time	% On time
34A	Divorce Actual	2	1	0	0.00
34E	Divorce Estimate	27	30	24	80.00
	Total	29	31	24	77.42
	Overall total of top 10 categories	5634	5460	4721	86.47

Elapsed time of current cases on hold (item 3)

The table below gives an overview of the number of cases currently on hold and the elapsed time of each as at 14th March 2019. Please note that a case on hold is one which has had action taken by LPP, but that is now awaiting further information from a 3rd party to finalise processing. In section 4, we look at the breakdown of 'reasons' why a case is currently be on hold.

LPP will proactively review the oldest cases identified in the table below and provide a high-level status update at the next board meeting following 2nd April 2019.

Cases on hold - Elapsed time overview							
Case Type	<1 month	2-3 months	4-6 months	7-9 months	10-11 months	>1 year	Grand Total
Child pension review			1				1
Complaints	1						1
Pension trace	1						1
Scheme movement	1						1
Transfer in actual	1						1
Transfer out actual	1						1
AVC's	1		1				2
Concurrent employment		1	1				2
GMP		1	1				2
Death in service			3		1		4
Benefit revision			1		1	3	5
Transfer out estimate		1	1	2	1		5
Change of address	1	2	2	2			7
IFA in actual	2	1	1		1	3	8
Change of hrs	5	1	2		1		9
IFA out estimate	3		3	1	2	2	11
Member estimate	2		4	2	2	3	13
Opt out	4	9	3				16

General correspondence	7	1	10	4		2	24
Retirement	9	5	8		4		26
Deferred into payment	17	15	13	1	3		49
Refund	19	12	13	1	3	1	49
Admissions	10	15	17	2	6		50
Transfer in estimate	13	7	11	4	10	8	53
Death on pension	19	11	13	9	15	15	82
IFA in estimate	6	8	17	12	20	51	114
Aggregation	9	20	16	8	41	25	119
Deferred Benefits	41	27	50	21	43	21	203
Grand Total	173	137	192	69	154	134	859

On hold 'reasons' (item 4)

The table below provides a high-level overview of the reasons why cases are currently on hold. These cases are where LPP has taken action and in order to progress the case we are awaiting for further information and/or a response from a 3rd party as per the breakdown below.

Case Type	Awaiting address confirmation	Awaiting death certificate	Awaiting DWP trace / benefit info	Awaiting employer / client	Awaiting fiche	Awaiting former / new scheme	Awaiting HMRC	Awaiting member / beneficiary	Awaiting overpayment	Awaiting probate	Awaiting solicitors	Grand Total
Admissions				50								50
Aggregation				33		1		85				119
AVC's				2								2
Benefit revision				5								5
Change of address				7								7
Change of hrs				9								9
Child pension review								1				1

Complaints								1				1
Concurrent employment				1				1				2
Death in service				1				3				4
Death on pension		4	8	53				10	5	1	1	82
Deferred Benefits				178	2	5	1	17				203
Deferred into payment	6			9		1		33				49
General correspondence			2	17				5				24
GMP				1			1					2
IFA in actual				5		3						8
IFA in estimate				34		52		28				114
IFA out estimate				9		2						11
Member estimate				10		1		2				13
Opt out				16								16
Pension trace				1								1
Refund				47				2				49
Retirement				17				9				26
Scheme movement								1				1
Transfer in actual						1						1
Transfer in estimate				25		13		15				53
Transfer out actual						1						1
Transfer out estimate				4				1				5
Grand Total	6	4	10	534	2	80	2	214	5	1	1	859