
Local Pension Board – Supplementary Performance Information

26th July 2019

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.

SLA targets and YTD performance (items 1 & 2)

The table below gives a high-level overview of YTD performance for the period 1st April 2019 to 30th June 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	61	67	67	100.00%
01b	Admissions (Automatic Enrolment)	0	0	0	-
01O	Opt in	0	0	0	-
01R	Admissions (Monthly return)	434	420	419	99.76%
01w	Admissions (online Joiners)	200	189	189	100.00%
	Total	695	676	675	99.85%
2	Transfers in - SLA 4 days	Received	Completed	Completed On Time	% On time
02A	IFA IN (Actual)	11	8	8	100.00%
02E	IFA in (estimate)	20	33	33	100.00%
03A	Other TV in (actual)	11	4	2	50.00%
03E	Other TV in (estimate)	24	31	30	96.77%
	Total	66	76	73	96.05%
3	Transfers out - SLA 5 days	Received	Completed	Completed On Time	% On time
09A	IFA Out (Actual)	7	5	5	100.00%
09E	IFA Out (estimate)	22	23	22	95.65%
10A	Other TV out (actual)	4	6	5	83.33%
10E	Other TV out (estimate)	21	18	18	100.00%
	Total	54	52	50	96.15%
4	Estimates member - SLA 5 days	Received	Completed	Completed On Time	% On time
08	Estimates - individual	141	132	131	99.24%
	Total	141	132	131	99.24%

5	Estimates employer - SLA 5 days	Received	Completed	Completed On Time	% On time
22	Employer Estimate	25	1	1	100.00%
22w	Estimates (Online Forms)	1	1	1	100.00%
35	Estimates - Financial Advisor	2	1	1	100.00%
	Total	28	3	3	100.00%
6	Retirements - SLA 5 days	Received	Completed	Completed On Time	% On time
12	DBs into payment	76	67	66	98.51%
14	Retirement	17	13	13	100.00%
14q	Third tier ill health review	0	0	0	-
14w	Retirements (immediate online)	30	29	29	100.00%
	Total	123	109	108	99.08%
7	Deferred benefits - SLA 4 days	Received	Completed	Completed On Time	% On time
11	Deferred Benefits	57	95	92	96.84%
11w	Deferred Benefits (online Leaver)	130	98	91	92.86%
	Total	187	193	183	94.82%
8	Refunds - SLA 4 days	Received	Completed	Completed On Time	% On time
16	Refund	58	66	65	98.48%
16w	Refunds (Online Forms)	129	87	87	100.00%
	Total	187	153	152	99.35%
9	Deaths - SLA 3 days	Received	Completed	Completed On Time	% On time
13	Death in service	1	0	0	-
13w	Death in service (Online Forms)	1	2	2	100.00%
20	Death on Pension	66	83	83	100.00%
20d	Death on Deferred	1	1	1	100.00%
	Total	69	86	86	100.00%
10	Correspondence - SLA 5 days	Received	Completed	Completed On Time	% On time
24	Correspondence (customer) - level 3	23	22	22	100.00%
24A	Change of address	89	86	86	100.00%
24K	Correspondence (customer) - level 1	3	3	3	100.00%

24V	Correspondence (customer) - level 2	125	117	114	97.44%
	Total	240	228	225	98.68%
11	Additional Contributions - SLA 5 days	Received	Completed	Completed On Time	% On time
04	Additional Contributions	0	0	0	-
04a	Additional Pension Contributions (APCS) actual	1	2	2	100.00%
04e	Additional Pension Contributions (APCS) estimate	2	2	2	100.00%
	Total	3	4	4	100.00%
12	Divorce - SLA 5 days	Received	Completed	Completed On Time	% On time
34A	Divorce Actual	0	0	0	-
34E	Divorce Estimate	10	5	5	100.00%
	Total	10	5	5	100.00%
	Overall total of top 10 categories	1803	1717	1695	98.72%

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 26th July 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 continue to proactively review the oldest cases identified in the table below.

Case Type Description	< 1 month	2-3 months	4-6 months	7-9 months	10-11 months	> 1 year	Grand Total
Admissions	7	5	6	7			25
Aggregation	8	26	21	24	35	47	161
Annual Allowance		1					1
AVC's	1						1
Benefit revision	1						1
Change of address	4	4			1		9
Change of hrs			1				1
Child pension review	1	6					7
Complaints	1						1
Concurrent employment		2		2			4
Death in service			1	1			2
Death on pension	8	5	5	1	1	7	27
Deferred Benefit	25	8	10	14	4	13	74
Deferred into payment	7	13	8	1	1	2	32
Divorce estimate		1	1				2
Employer estimate	1						1
General correspondence	6		1	1	1	2	11
GMP				1			1
IFA in actual	3	1					4

IFA in estimate	13	3	4	4		6	30
IFA out actual	1	1					2
IFA out estimate	3	1		1		2	7
Member estimate	2	3			1	1	7
Opt outs	7	3	2				12
Pension Trace		1					1
Refund	22	13	12	6			53
Retirement	7	5	3	2	1	2	20
Scheme movement	1						1
Transfer in actual	2	2	2				6
Transfer in estimate	5	5	5	3	1	5	24
Transfer out actual	1						1
Transfer out estimate	1					1	2
Grand Total	138	109	82	68	46	88	531

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 waiting for further information and/or a response from a 3rd party as per the breakdown below.

Case Type Description	Awaiting AVC provider	Awaiting DWP trace / benefit info	Awaiting education confirmation	Awaiting employer / client	Awaiting former / new scheme	Awaiting member / beneficiary	Awaiting Occupational Health	Awaiting overpayment	Awaiting transfer payment	Grand Total
Admissions				22	1	2				25
Aggregation				46	1	114				161
Annual Allowance						1				1
AVC's				1						1
Benefit revision				1						1
Change of address				7		2				9
Change of hrs				1						1
Child pension review			1	5		1				7
Complaints						1				1
Concurrent employment				3		1				4
Death in service				1		1				2
Death on pension		1		16		8		2		27
Deferred Benefit				58	8	8				74
Deferred into payment	1			6		24	1			32
Divorce estimate						2				2
Employer estimate				1						1
General correspondence				8		3				11
GMP				1						1

IFA in actual					2	1			1	4
IFA in estimate				8	10	11			1	30
IFA out actual				1	1					2
IFA out estimate				7						7
Member estimate				5	1	1				7
Opt outs				11	1					12
Pension Trace				1						1
Refund				47	1	5				53
Retirement				10		10				20
Scheme movement					1					1
Transfer in actual				3	3					6
Transfer in estimate				5	10	9				24
Transfer out actual					1					1
Transfer out estimate				1		1				2
Grand Total	1	1	1	276	41	206	1	2	2	531