



# Havering

L O N D O N   B O R O U G H

## LOCAL PENSION BOARD AGENDA

<b>4.00 pm</b>	<b>Tuesday 2 October 2018</b>	<b>Committee Room 1, Town Hall, Main Road, Romford</b>
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Members 4: Quorum 3

Mark Holder, Scheme Member Representative (Chair)  
Anne Giles, Scheme Member Representative  
David Holmes, Employer Representative  
Vacancy, Employer Representative

**For information about the meeting please contact:  
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## **AGENDA ITEMS**

### **1 CHAIR'S ANNOUNCEMENTS**

The Chair will announce details of the arrangements in case of fire or other events that might require the meeting room or building's evacuation.

### **2 APOLOGIES FOR ABSENCE**

(if any) – receive.

### **3 DISCLOSURE OF INTEREST**

Members are invited to disclose any interest in any items on the agenda at this point of the meeting.

*Members may still disclose any interest in an item at any time prior to the consideration of the matter.*

### **4 MINUTES OF THE MEETING** (Pages 1 - 8)

To approve as correct the minutes of the meeting held on 21 August 2018 (attached) and authorise the Chair to sign them.

### **5 KEY PERFORMANCE INDICATOR REPORT** (Pages 9 - 22)

Report attached and verbal update to be given by officers.

### **6 COMPLIANCE CHECKLIST**

To receive a verbal update.

### **7 RISK REGISTER REVIEW**

To receive a verbal update.

### **8 LPP INTERNAL AUDIT**

To receive a verbal update.

### **9 BOARD MEMBERSHIP AND RECRUITMENT**

To discuss the board membership and recruitment to the vacancy of Employer Representative.

### **10 TO RECEIVE FEEDBACK FROM RECENT MEETINGS OF THE PENSIONS COMMITTEE** (Pages 23 - 26)

Officers will update on outcomes from recent meetings of the Pensions Committee.

**Andrew Beesley**  
**Head of Democratic Services**



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**MINUTES OF THE MEETING OF THE  
LOCAL PENSION BOARD  
Committee Room 2 - Town Hall  
21 August 2018 (4.00 - 5.46 pm)**

**Present:**

Mark Holder, Scheme Member Representative (Chairman)  
David Holmes, Scheme Member Representative  
Virpi Raivio, Employer Representative

**Officer attendance:**

Caroline Berry, Pensions Projects and Contracts Manager, OneSource, LBH  
Debbie Ford, Pensions Manager, Pensions and Treasury  
Lillian Thomas, Pensions Accountant, Pensions and Treasury  
James Curtis, LPP (part of the meeting)

**49 CHAIR'S ANNOUNCEMENTS**

The Chair reminded Members of the action to be taken in an emergency.

**50 APOLOGIES FOR ABSENCE**

An apology for absence was received from Anne Giles, Scheme Member Representative.

**51 DISCLOSURE OF INTEREST**

There were no disclosures of interest.

**52 MINUTES OF THE MEETING**

The minutes of the ordinary meeting held on the 24 April 2018 were agreed as a correct record and signed by the Chairman. The following matters arose from the minutes of the previous meeting, which were not covered elsewhere on the agenda:

- Minute No. 34(i): It was confirmed that all board members had reviewed the CIPFA knowledge and skills self assessment and sent confirmation of completion to Debbie Ford.
- Minute No. 34(ii): Various training event invitations had been circulated to members.
- Minute No. 34(iii): Minute No.58 refers.
- Minute No. 35: It was confirmed that Local Pension Board members were covered for liabilities within the scope of the council's own

indemnity provisions. A confirmation letter was awaited from the insurance company.

- Minute No. 36 (C5): Members were advised that Democratic Services were responsible for holding details of members declarations.
- Minute No. 36 (C6): It was requested that Local Pension Board members declarations not be published on website.
- Minute No. 36 (G1): An explanation to be provided of the process in place to identify late payments. Action to be carried forward.
- Minute No. 36 (G5): Members had suggested that when the Charging Policy was next reviewed, that reference be included to charging a fee for administration for processing late payments and interest charges. Action to be carried forward - Caroline Berry.
- Minute No. 37: Minute No.60 refers.
- Minute No. 40: It was confirmed that the Annual Report had been agreed by members at the Annual General Meeting on the 18 June 2018 and presented to the Pensions Committee on the 24 July 2018.

The minutes of the Annual General meeting held on the 18 June 2018 were agreed as a correct record and signed by the Chairman. There were no matters arising from the minutes of the previous meeting, which were not covered elsewhere on the agenda.

Members received, and noted, the feedback from the meeting of the Pensions Committee held on the 24 July 2018 and the Special Pensions Committee meeting held on the 20 August 2018.

Members requested that the work plan be included as a standing item on future agendas.

**Actions:**

- i) **Minute No. 36 (G1): An explanation to be provided of the process in place to identify late payments. Action to be carried forward – Caroline Berry.**
- ii) **Minute No. 36 (G5): Members had suggested that when the Charging Policy was next reviewed, that reference be included to charging a fee for administration for processing late payments and interest charges. Action to be carried forward - Caroline Berry.**
- iii) **Work plan be included as a standing item on future agendas – Victoria Freeman**

**53 LATEST KEY PERFORMANCE INDICATOR REPORT**

The latest KPI report was circulated and presented by James Curtis (LPP).

In addition to the PRoWS Statistical document for April 2018, members received the three month statistics at the meeting.

The focus for LPP was on processing Deaths, Retirements and Estimates (employer), with improvements having been seen in all areas. There had been 681 overdue cases as of the 1 June 2018, and this had reduced to 94 as of the 21 August 2018. There were currently no overdue Retirement or Death cases. The focus was on ensuring that all cases were processed by their due date in addition to reducing the backlog of cases. Benefit statements would be made available to members on the 31 August 2018, generating additional work for officers.

There were a number of questions around improvements and clarifications on the report and these are covered in the section below.

**54 NEW KEY PERFORMANCE INDICATOR REPORT**

The London Borough of Newham monthly report for February 2018 was circulated at the meeting for members to view the format of report produced by the Local Pensions Partnership (LPP).

Members liked the style of the new report which made it a lot clearer on the position of each of the categories measured.

Members requested that all cases be allocated on the report to provide a complete picture of performance. That descriptions be made clearer and if necessary an appendix giving more detailed information on all heading descriptions. Members requested a separate report on cases on hold and the reasons why they were on hold.

Members requested that the SLA target be shown on the report to make it clear whether we were achieving agreed targets.

Members requested a cumulative position to be included on the report calculating the cumulative position from the 1<sup>st</sup> April 2018, as an annual cumulative performance report was the agreed method of reporting performance to the Pensions committee.

Members requested that the performance report to be completed with the Septembers data in the new format and this added as a standing item on future agendas.

**Action: To produce new report for next board meeting to review - LPP**

**55 COMPLIANCE CHECKLIST**

The following sections were discussed and points noted:

Section F – Administration and Scheme Record Keeping

F1 – Do member records hold the information required as defined in the Record Keeping Regulations and is it accurate? Members agreed that the requirement was fully compliant.

F2 – Does the Fund have the appropriate processes in place so employers can provide timely and accurate information? Officers were working on training provision for 'Your Fund', with LPP to initially provide training to Havering, as the largest employer in the scheme. When available, the Pension Administration Policy would be presented to the Pension Committee, for approval, although this was not currently a high priority.

F3 – Does the Fund keep records or and reconcile transactions as required by the Record Keeping Regulations? Caroline Berry would discuss the process of recording those overpayments that were written off with Sarah Bryant and would report back to members.

F4 – Are records kept of pension board meetings as required by the Record Keeping Regulations? Members agreed that the requirement was fully compliant.

F5 – Are records kept of decisions made by the pension board, outside of meetings as required by the Record Keeping Regulations? Members agreed that the requirement was fully compliant.

F6 – Are records retained for as long as they are needed? It was confirmed that legally records could be retained indefinitely and would not breach the General Data Protection Regulations.

F7 – Does the Administrating Authority have policies and processes to monitor data on an ongoing basis? The formal monitoring of data and checks would be carried out as part of the audit process. Furthermore, performance indicators highlighted any issues.

F8 – Does the Administrating Authority carry out a data review at least annually? Members agreed that the requirement was fully compliant.

F9 – Is a data improvement plan in place which is being monitored with a defined end date? There was currently no improvement plan in place, and this was a priority for Caroline Berry.

F10 – Are processes and policies in place to reconcile scheme data with employer data? Addresses were not currently checked. Work on LPP data processes would be undertaken next year and address reconciliation would be done.

F11 – Do the Administrating Authority's member data processes meet the requirements of the Data Protection Act 1998 and the data protection



principles? Members agreed that the requirement was fully compliant. LPP use Mimecast as their secure email facility.

Section H – Providing information to members and others

H1 – Has an annual benefit statement been provided to all active members within the required timescales? Caroline Berry was requested to investigate the process followed for providing the annual benefit statement to active members.

H2 – Do these meet the legal requirements in relation to format? Members agreed that the requirement was fully compliant.

H3 – Has a benefit statement been provided to all active, deferred and pension credit members who have required one within the required timescales? Members agreed that the requirement was fully compliant.

H4 – Does this meet the legal requirements in relation to format? Caroline Berry advised that she would check to ascertain whether the legal requirements applied to deferred statements.

H5 – Has an annual benefit statement been provided to all members with AVCs within the required timescales? Officers did not have authority to check with AVC providers as to whether AVC members receive an annual benefit statement. However, written confirmation was sought from the AVC providers that they sent an annual benefits statement to all members with AVCs within the required timescale. Prudential had confirmed that they adhere to the requirements and no response had been received from Standard Life. Caroline Berry advised that she would chase Standard Life for a response.

H6 – Do these meet the legal requirements in relation to format? Minute H5 above refers.

H7 – Is basic scheme information provided to all new and prospective members within the required timescales? The target had been set and contained in the service level agreement with LPP.

H8 – Does this meet the legal requirements in relation to format? Members agreed that the requirement was fully compliant.

H9 – Is all other information provided in accordance with the legal timescales? Members agreed that the requirement was partially compliant.

H10 – Where any information is only provided electronically (i.e. instead of any hard copy) does it comply with the legal requirements? Members agreed that the requirement was fully compliant.

H11 – Does the Administering Authority aim to design and deliver communications in a way that ensures scheme members are able to

engage with their pension provision? Members were advised that the standard letters had been reviewed when the operating system had been migrated to LPP.

H12 – Does the Administering Authority use a tracing service? Members agreed that the requirement was fully compliant.

**Actions:**

- i) **F3 - To discuss the process of recording those overpayments that were written off with Sarah Bryant and would report back to members - Caroline Berry**
- ii) **H1 – To investigate the process followed for providing the annual benefit statement to active members - Caroline Berry.**
- iii) **H4 – To check to ascertain whether the legal requirements applied to deferred statements - Caroline Berry**
- iv) **H5 – To chase Standard Life for confirmation that they send an annual benefit statement to all members within the required timescales - Caroline Berry**
- v) **Sections ‘D’ and ‘I’ to be considered at the next meeting – Victoria Freeman**

**56 LOCAL PENSION BOARD - END OF YEAR FINANCE REPORT 2017-18**

Members received a report which notified of the budget set for the 2018-19 financial year.

In 2017/18 costs totalled 14.5% of the budget allocated and for 2016/17 costs totalled 22% of the budget allocated, averaging out at 18.25% over the 2 year period. The costs for 2017/18 did not incur recruitment costs, however there may be a need to recruit two new employer representatives to the Board.

**57 REVIEW OF SCHEME RISKS**

Member's views were sought on the updated draft Pension Fund Risk Register document which was circulated at the meeting. The final document would be presented to the Pension Committee at their meeting on the 13 November 2018.

**Action: To provide views on the format of the Pension Fund Risk Register document to officers by the 11 September 2018 – All members**

58     **INTERNAL AUDIT**

A review to ensure that procedures were sufficiently robust was on the Internal Audit work plan for September 2018. LPP had recently been audited by Deloitte and a client version of their report would be circulated to members.

**Action: To circulate a client version of Deloitte audit of LPP to members – Caroline Berry**

59     **BOARD RECRUITMENT**

Members discussed future changes to the membership of the Board and the potential vacancy for one employer representative from September 2018 and another from April 2019. It was agreed that an advertisement be placed for the recruitment of an employer representative as soon as possible.

**Action: To place an advertisement for the recruitment of an employer representative - Caroline Berry / Debbie Ford**

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**Chairman**

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Havering Council

## Monthly Report August 2018

**Confidential** CMS016HV v1.0

## Workflow and Performance - 01/08/2018 to 31/08/2018

### 1. 'Top' Case Types Report

These are the main day to day member related cases measured under the Service Level Agreement.

Case Type	Description	Brought Forward	Received	Complete	On Time	On Time %	Carried Forward	Average Completed Time	Average Elapsed Time
HV00	Post Item	0	35	35	32	91.42	0	0	0
HV01	Admission	231	83	134	134	100.00	180	5	22
HV01b	Admissions (Automatic Enrolment)	0	0	0	0	100.00	0	0	0
HV01O	Opt-In	0	0	0	0	100.00	0	0	0
HV01R	Admissions (Monthly return)	0	0	0	0	100.00	0	0	0
HV01w	Online joiner form	0	0	0	0	100.00	0	0	0
HV02A	IFA IN (Actual)	4	1	1	1	100.00	4	52	52
HV02E	IFA in (estimate)	123	23	27	20	74.07	119	70	78
HV03A	Other TV in (actual)	5	2	0	0	100.00	7	0	0
HV03E	Other TV in (estimate)	57	11	6	6	100.00	62	71	87
HV04	Additional Contributions	2	1	3	3	100.00	0	13	13
HV04a	Additional Pension Contributions (APCS) actual	0	0	0	0	100.00	0	0	0
HV04e	Additional Pension Contributions (APCS) estimate	0	0	0	0	100.00	0	0	0
HV05	Maternity leave/LWOP	0	0	0	0	100.00	0	0	0
HV05w	Maternity leave/LWOP (Online Forms)	0	0	0	0	100.00	0	0	0
HV06	AVCs/FSAVCs	0	1	1	1	100.00	0	3	3
HV06A	Retirement AVC	0	0	0	0	100.00	0	0	0
HV07	Change of hours	19	5	11	11	100.00	13	14	16
HV07R	Change of Hours (Monthly Return)	0	0	0	0	100.00	0	0	0
HV07w	Change of hours (Online Forms)	0	0	0	0	100.00	0	0	0
HV08	Estimates - individual	22	56	49	49	100.00	29	8	10
HV09A	IFA Out (Actual)	2	4	4	4	100.00	2	6	11
HV09E	IFA Out (estimate)	14	7	5	5	100.00	16	26	39
HV09P	IFA Payment	0	0	0	0	100.00	0	0	0
HV10A	Other TV out (actual)	2	1	2	2	100.00	1	7	7
HV10E	Other TV out (estimate)	8	8	9	9	100.00	7	9	10
HV11	Deferred Benefits	218	115	108	72	66.66	226	29	37
HV11w	Deferred Benefits (online Leaver)	0	0	0	0	100.00	0	0	0
HV12	DBs into payment	19	19	15	15	100.00	23	9	21

Case Type	Description	Brought Forward	Received	Complete	On Time	On Time %	Carried Forward	Average Completed Time	Average Elapsed Time
HV12p	Deferred Payment	0	2	2	2	100.00	0	0	0
HV12z	DB into Payment (Disclosure)	0	65	47	47	100.00	18	5	5
HV13	Death in service	2	0	0	0	100.00	2	0	0
HV13p	Death in Service Payment	0	0	0	0	100.00	0	0	0
HV13w	Death in service (Online Forms)	0	0	0	0	100.00	0	0	0
HV14	Retirements (immediate)	49	20	21	21	100.00	48	29	67
HV14p	Retirement Payment	0	0	0	0	100.00	0	0	0
HV14q	Third tier ill health review	0	0	0	0	100.00	0	0	0
HV14v	P45	0	0	0	0	100.00	0	0	0
HV14w	Retirements (immediate online)	0	0	0	0	100.00	0	0	0
HV15	Benefit Revision	13	1	2	2	100.00	12	5	5
HV15p	Revision Payment	0	0	0	0	100.00	0	0	0
HV16	Refunds	50	48	51	51	100.00	47	13	19
HV16p	Refund Payment	0	3	3	3	100.00	0	5	5
HV16w	Refunds (Online Forms)	0	0	0	0	100.00	0	0	0
HV17	Opt outs	7	11	14	14	100.00	4	4	10
HV17d	Opt Out (3mths or more)	0	0	0	0	100.00	0	0	0
HV17r	Opt Out (less than 3 mths)	0	0	0	0	100.00	0	0	0
HV17w	Opt outs (Online Forms)	0	0	0	0	100.00	0	0	0
HV18	GMP (NI MOD)	14	5	5	4	80.00	14	34	34
HV19	Re-employments	0	0	0	0	100.00	0	0	0
HV20	Death on Pension	84	17	11	11	100.00	90	21	53
HV20d	Death on Deferred	0	0	0	0	100.00	0	0	0
HV20p	Death on Pension Payment	0	0	0	0	100.00	0	0	0
HV21s	S/term to L/term spouses	0	0	0	0	100.00	0	0	0
HV22	Estimates - employer	2	9	9	9	100.00	2	3	3
HV22w	Estimates (Online Forms)	0	0	0	0	100.00	0	0	0
HV23	Redundancy and Severance	0	0	0	0	100.00	0	0	0
HV23p	Redundancy Severance Payment	0	0	0	0	100.00	0	0	0
HV24	Correspondence (customer) - level 3	21	44	40	40	100.00	25	9	14
HV24A	Change of address	65	62	61	61	100.00	66	3	6
HV24B	Bank change	1	1	0	0	100.00	2	0	0
HV24C	Annual Covenant	0	0	0	0	100.00	0	0	0

Case Type	Description	Brought Forward	Received	Complete	On Time	On Time %	Carried Forward	Average Completed Time	Average Elapsed Time
HV24E	Correspondence (Employer)	16	5	8	4	50.00	13	35	35
HV24g	Correspondence (customer) - data	0	0	0	0	100.00	0	0	0
HV24H	EOY queries	0	0	0	0	100.00	0	0	0
HV24I	Employer Invoice	0	0	0	0	100.00	0	0	0
HV24K	General Cor - Level 1	0	0	0	0	100.00	0	0	0
HV24M	MSS Registration	1	1	1	1	100.00	1	0	0
HV24O	Opt out of e-comms	0	0	0	0	100.00	0	0	0
HV24S	Employer Security	0	0	0	0	100.00	0	0	0
HV24t	P60/Payslip	1	1	1	1	100.00	1	49	53
HV24v	General Cor - Level 2	1	10	8	8	100.00	3	3	3
HV24w	Correspondence (Web)	0	0	0	0	100.00	0	0	0
HV24x	Correspondence (Employer Risk)	0	0	0	0	100.00	0	0	0
HV24y	Invoice (Employer Risk)	0	0	0	0	100.00	0	0	0
HV24z	Chargeable Case (Employer Risk)	0	0	0	0	100.00	0	0	0
HV25	Active GMP	2	4	4	4	100.00	2	5	5
HV25P	Pensioner GMP	0	0	0	0	100.00	0	0	0
HV26	Recovery of overpayment	0	0	0	0	100.00	0	0	0
HV27	Scheme Pays - Finance	0	0	0	0	100.00	0	0	0
HV28	Annual Allowance query	0	1	1	0	0.00	0	1	1
HV28I	LTA query	0	0	0	0	100.00	0	0	0
HV28p	tax to pay to HMRC	0	0	0	0	100.00	0	0	0
HV28y	Yearly AA Checks	0	0	0	0	100.00	0	0	0
HV29	Correspondence (DWP & tax)	3	6	6	6	100.00	3	6	6
HV30	Diary	0	130	130	130	100.00	0	0	0
HV30c	Cease pay - level 3	0	0	0	0	100.00	0	0	0
HV30d	Cease pay - Level 2	0	0	0	0	100.00	0	0	0
HV30e	Cease pay - Level 1	0	0	0	0	100.00	0	0	0
HV30H	End of Year Query - Haverling	644	0	7	7	100.00	637	21	33
HV30L	Diary - Leaver with admin	0	0	0	0	100.00	0	0	0
HV30r	Diary (Employer Risk)	0	0	0	0	100.00	0	0	0
HV33	Childrens' pension review	1	0	0	0	100.00	1	0	0
HV34A	Divorce TVs and earmarking (actual)	0	0	0	0	100.00	0	0	0
HV34E	Divorce TVs (estimate)	2	8	7	7	100.00	3	5	5



Case Type	Description	Brought Forward	Received	Complete	On Time	On Time %	Carried Forward	Average Completed Time	Average Elapsed Time
HV35	Financial advisor estimate request	0	0	0	0	100.00	0	0	0
HV37	Valuation Clearance Cases	0	0	0	0	100.00	0	0	0
HV38	Crombie and Injury allowance	0	0	0	0	100.00	0	0	0
HV38p	Crombie/Injury Payment	0	0	0	0	100.00	0	0	0
HV40	Bulk TVs	0	0	0	0	100.00	0	0	0
HV40t	TUPE	0	0	0	0	100.00	0	0	0
HV42	LG99 request	0	0	0	0	100.00	0	0	0
HV43w	Contribution Return Validation	0	0	0	0	100.00	0	0	0
HV44	Contribution posting	0	0	0	0	100.00	0	0	0
HV45	PR update	0	0	0	0	100.00	0	0	0
HV45a	Queries to Employer	0	0	0	0	100.00	0	0	0
HV46	ABS production	0	0	0	0	100.00	0	0	0
HV47	Contribution reconciliation	0	0	0	0	100.00	0	0	0
HV48	End of year member queries	0	0	0	0	100.00	0	0	0
HV48H	Haverling EOY queries	0	0	0	0	100.00	0	0	0
HV49	Monthly conts income LG221	0	0	0	0	100.00	0	0	0
HV49a	Contribution Receipt Case	0	0	0	0	100.00	0	0	0
HV50	Complaints	0	0	0	0	100.00	0	0	0
HV51	IDRP and Ombudsman	0	0	0	0	100.00	0	0	0
HV52	ABS requests	0	0	0	0	100.00	0	0	0
HV53	DWP letter traces	0	0	0	0	100.00	0	0	0
HV56	Record Maintenance Query	0	0	0	0	100.00	0	0	0
HV56e	Record query End of Year	0	0	0	0	100.00	0	0	0
HV57	LG221 - late payers	0	0	0	0	100.00	0	0	0
HV57a	LG221 Late payers (Monies)	0	0	0	0	100.00	0	0	0
HV57b	LG221 Late payers (Missing)	0	0	0	0	100.00	0	0	0
HV57c	LG221 Late payers (Admin)	0	0	0	0	100.00	0	0	0
HV57d	Monthly Contributions Overpaid	0	0	0	0	100.00	0	0	0
HV57p	Late Payers PRUDENTIAL	0	0	0	0	100.00	0	0	0
HV58	AVC reconciliation	0	0	0	0	100.00	0	0	0
HV59	Life Certificate	0	0	0	0	100.00	0	0	0
HV59p	Police certificates	0	0	0	0	100.00	0	0	0
HV60	LPFA to Agency Payments	0	0	0	0	100.00	0	0	0

Case Type	Description	Brought Forward	Received	Complete	On Time	On Time %	Carried Forward	Average Completed Time	Average Elapsed Time
HV60p	CEP Payment	0	0	0	0	100.00	0	0	0
HV60r	Reclaim CEP	0	0	0	0	100.00	0	0	0
HV61p	AVC Payment	0	0	0	0	100.00	0	0	0
HV62p	Misc Payment	0	0	0	0	100.00	0	0	0
HV63p	Request Copy Certificates	0	0	0	0	100.00	0	0	0
HV64	DMT - combining care pay and contributions	0	0	0	0	100.00	0	0	0
HV64u	CARE recalculation URGENT	0	0	0	0	100.00	0	0	0
HV65	DMT - Annual AVC statements/lists	0	0	0	0	100.00	0	0	0
HV68A	Movement to 50/50 option	0	0	0	0	100.00	0	0	0
HV68B	Movement to full scheme	0	0	0	0	100.00	0	0	0
HV68R	Scheme Movement (Monthly Return)	0	0	0	0	100.00	0	0	0
HV70a	Scheme Pays election	0	0	0	0	100.00	0	0	0
HV70e	Scheme Pays Estimate	0	0	0	0	100.00	0	0	0
HV70p	Scheme Pays payment	0	0	0	0	100.00	0	0	0
HV71c	Death Nomination Form - Cohabiting Partners	0	4	4	4	100.00	0	0	0
HV71D	Death Nomination Form	13	19	19	19	100.00	13	9	18
HV75	Aggregation needed	91	35	23	14	60.86	103	17	61
HV76	Valuations	0	0	0	0	100.00	0	0	0
HV76b	Bond Renewals	0	0	0	0	100.00	0	0	0
HV76c	Cessation Valuations	0	0	0	0	100.00	0	0	0
HV76D	Admissions (Employer Risk)	2	0	0	0	100.00	2	0	0
HV76e	Cessation Estimate (Employer Risk)	0	0	0	0	100.00	0	0	0
HV76f	FRS17 / IAS19 Process	0	0	0	0	100.00	0	0	0
HV76v	Triennial Valuations	0	0	0	0	100.00	0	0	0
HV77	Concurrent Employments	0	0	0	0	100.00	0	0	0
HV78	AXIS Record Deletion	0	2	2	2	100.00	0	0	0
HV80	VTS Transfer	0	0	0	0	100.00	0	0	0
HV81d	Final Pay death	0	0	0	0	100.00	0	0	0
HV81l	Final pay leaver	0	0	0	0	100.00	0	0	0
HV81r	Final Pay retirement	0	0	0	0	100.00	0	0	0
HV81u	Underpin	0	0	0	0	100.00	0	0	0
HV82	Combining	0	0	0	0	100.00	0	0	0
HV83	EOY Process	0	0	0	0	100.00	0	0	0

Case Type	Description	Brought Forward	Received	Complete	On Time	On Time %	Carried Forward	Average Completed Time	Average Elapsed Time
HV84	2015 transition member	0	0	0	0	100.00	0	0	0
HV84w	Western Union	0	0	0	0	100.00	0	0	0
HV85	Invoices Chargeable/payable	0	0	0	0	100.00	0	0	0
HV86	Project Work GMP Pensions Revision	0	0	0	0	100.00	0	0	0
HV86r	Refund List	0	0	0	0	100.00	0	0	0
HV87	Project Work	0	0	0	0	100.00	0	0	0
HV89a	Technical AVC queries	0	0	0	0	100.00	0	0	0
HV89e	Technical Employer query	0	0	0	0	100.00	0	0	0
HV89r	Technical regulation queries	0	0	0	0	100.00	0	0	0
HV90	Compliments	0	0	0	0	100.00	0	0	0
HV92c	Court Order	0	0	0	0	100.00	0	0	0
HV92d	payroll change deduction	0	0	0	0	100.00	0	0	0
HV93	Pension Trace	0	0	0	0	100.00	0	0	0
HV94	Contact Centre call back - level 3	0	0	0	0	100.00	0	0	0
HV94a	Contact Centre call back - level 2	0	0	0	0	100.00	0	0	0
HV94b	Contact Centre call back - level 1	0	0	0	0	100.00	0	0	0
HV94c	Contact Centre call back - Data	0	0	0	0	100.00	0	0	0
HV95	Technical Member query	0	0	0	0	100.00	0	0	0
HV95a	Technical Newsletter articles	0	0	0	0	100.00	0	0	0
HV95b	Technical Staff updates	0	0	0	0	100.00	0	0	0
HV95c	Technical LPB tech reports	0	0	0	0	100.00	0	0	0
HV98	Post Number Change	0	0	0	0	100.00	0	0	0
HV98p	Post number change	0	0	0	0	100.00	0	0	0
HV98w	Post number change - web	0	0	0	0	100.00	0	0	0
HV99	Ad-Hoc Work (Employer Risk)	0	0	0	0	100.00	0	0	0

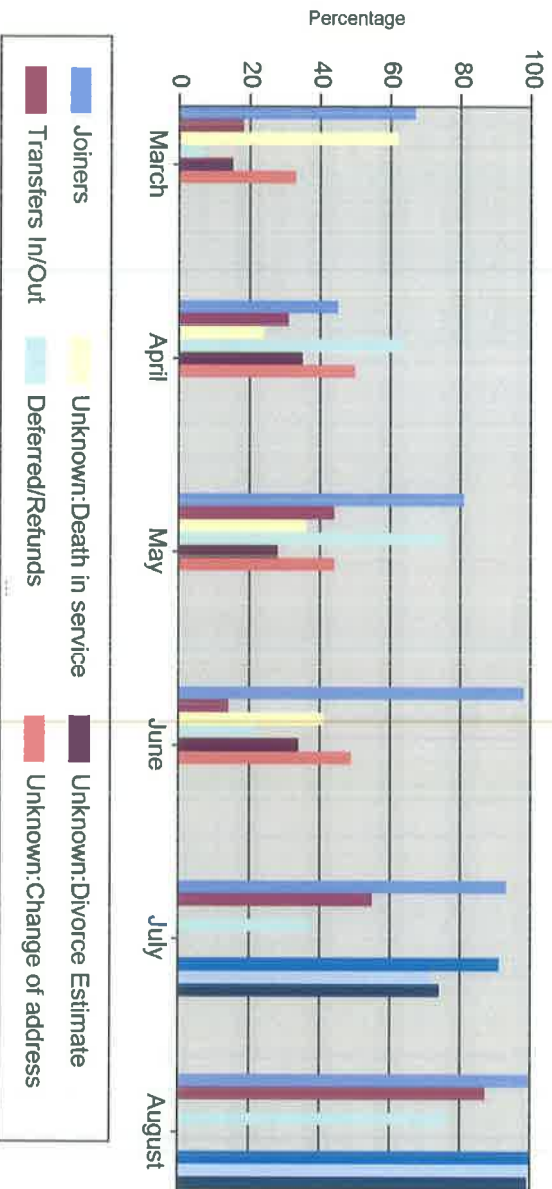
## 2. Cases completed summary

This is a grouped summary of all cases processed this month.

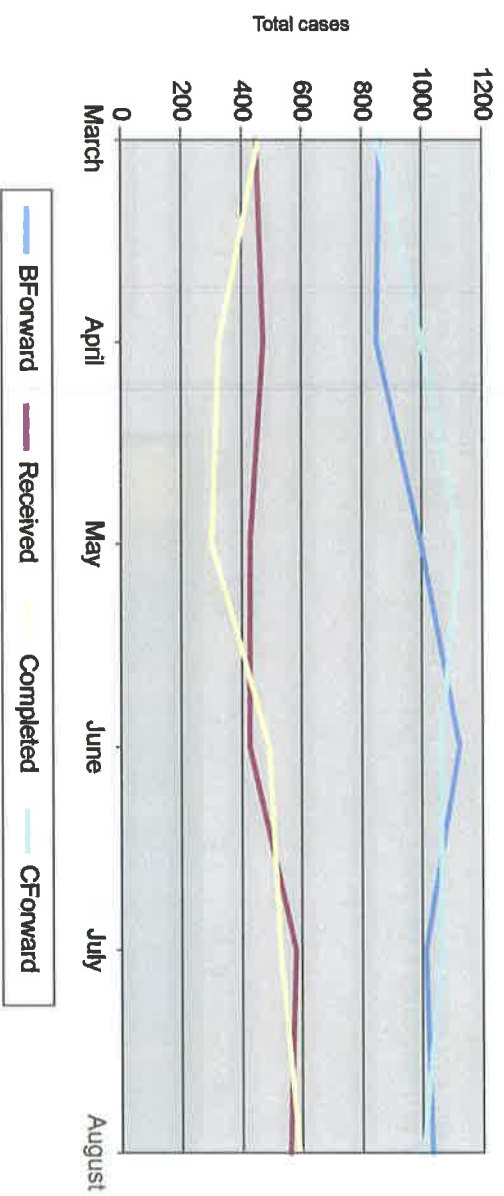
These figures include other lower profile cases included in the Service Level Agreement such as changes of hours, benefit revisions, GMP or DSS correspondence for example. These figures can be broken down or expanded upon request.

Description	B/fwd	Rec'd	Complete	On Time	% OT	C/fwd	Average Completed Time	Average Elapsed Time
Joiners	231	83	134	134	100.00	180	2	11
Transfers In/Out	215	57	54	47	87.04	218	31	35
Retirement/Deaths	154	56	47	47	100.00	163	14	35
Deferred/Refunds	268	163	159	123	77.36	273	21	28
Estimates	26	73	65	65	100.00	34	5	6
Other - contractual	139	128	133	132	99.25	134	9	10
Total	1033	560	592	548	92.57	1002		

### Percentage of cases on time



## Workload History

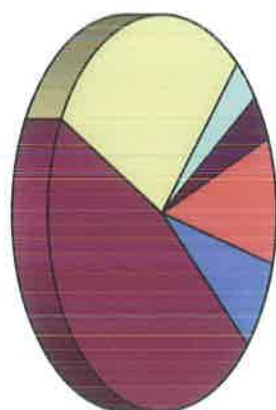


### 3. Cases completed Early

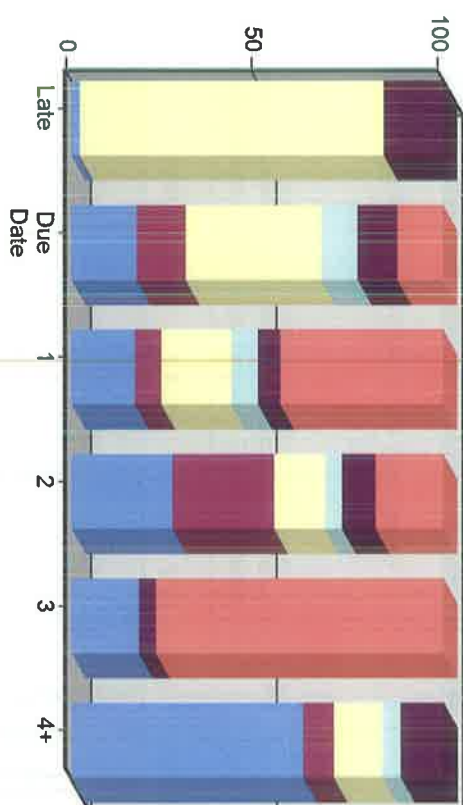
Of the 548 cases completed on time, 274 were completed early as detailed in the table below.

Description	1 Day Early	2 Days Early	3 Days Early	4+ Days Early
Joiners	74	4	17	0
Transfers In/Out	10	2	1	7
Retirement/Deaths	12	1	0	3
Deferred/Refunds	32	3	0	8
Estimates	12	6	0	5
Other - contractual	29	6	4	38
	169	22	22	61

Cases completed

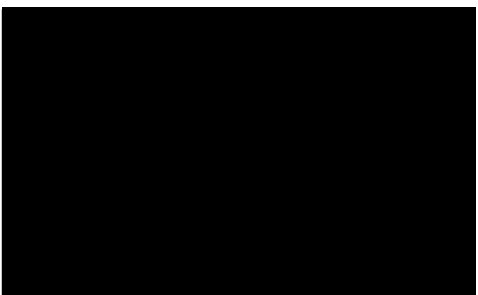


Cases completed



4. Additional Work

The table below shows the total of other 'additional' cases processed this month. These are a combination of year end member queries or backlog work undertaken to improve data and record quality, and 'internal' cases used specifically by LPFA to aid our own administrative procedure.



HV11	Deferred Benefits	02/07/2018	07/08/2018
HV11	Deferred Benefits	02/07/2018	06/08/2018
HV11	Deferred Benefits	02/07/2018	07/08/2018
HV11	Deferred Benefits	02/07/2018	07/08/2018
HV11	Deferred Benefits	02/07/2018	06/08/2018
HV11	Deferred Benefits	02/07/2018	07/08/2018
HV11	Deferred Benefits	02/07/2018	06/08/2018
HV11	Deferred Benefits	02/07/2018	07/08/2018
HV11	Deferred Benefits	13/07/2018	07/08/2018
HV11	Deferred Benefits	13/07/2018	07/08/2018

**6. Complaints and IDR Cases**

None

**7. Life Certificates**

**8. Axis online take up numbers**

58 new members signed up to MSS

**9. Service Credits**

Service Credits discussed

**10. Third tier ill-health 18 month and 3 year review dates**

0 ill health review for July 2018

**11. Annual Benefit Statements**

Annual Benefits Statement to be sent at the end of August

**12. Event report from HMRC**

LTA increasing to 1.03 Million for 2018/2019

[illegible]



13. Cases on hold where date received is over 6 months

Case Type	Description	Cases
HV20	Death on Pension	4

14. Web site Statistics

Month	Successful Page Requests	Average Page Requests per day
January 2018	2185	70
February 2018	2455	88
March 2018	1907	62
April 2018	2036	68
May 2018	1538	50
June 2018	1325	44
July 2018	1750	56
August 2018	0	0
September 2018	0	0
October 2018	0	0
November 2018	0	0
December 2018	0	0

**MINUTES OF A MEETING OF THE  
PENSIONS COMMITTEE  
Town Hall, Main Road, Romford  
18 September 2018 (7.00 - 8.25 pm)**

**Present:**

**COUNCILLORS**

<b>Conservative Group</b>	John Crowder (Chairman) and Melvin Wallace (Vice-Chair)
<b>Residents' Group</b>	Stephanie Nunn
<b>North Havering Residents' Group</b>	Martin Goode

All decisions were taken with no votes against.

The Chairman reminded Members of the action to be taken in an emergency.

**66 APOLOGIES FOR ABSENCE AND ANNOUNCEMENT OF SUBSTITUTE MEMBERS**

Apologies for absence were received from Councillors Matt Sutton and Ron Ower. In addition, apologies for absence were received from John Giles, Unison and Andy Hampshire, GMB.

**67 DISCLOSURE OF INTERESTS**

There were no disclosures made at the meeting.

**68 MINUTES OF THE MEETING**

The minutes of the meeting held on the 24 July 2018 and the Special meeting held on the 20 August 2018, were agreed as a correct record and signed by the Chairman.

**69 EXCLUSION OF THE PUBLIC**

It was RESOLVED that members of the public be excluded from the meeting as there would likely be disclosure to them of exempt information within the meaning of paragraph 3 of the Local Government Act 1972 as it referred to the financial or business affairs of the organisation.

**70 PENSION FUND PERFORMANCE MONITORING FOR THE QUARTER ENDED JUNE 18**

The report provided the Committee with an overview of the performance of the Havering Pension Fund investments for the quarter to 30 June 2018. The performance information was taken from the quarterly performance reports supplied by each Investment Manager, State Street Global Services Performance Services PLC (formally known as WM Company) quarterly Performance Review report and Hymans Monitoring Report.

It was noted that the net return on the Fund's investments for the quarter to 30 June 2018 was 1.9%. This quarter, the fund performance matched the combined tactical benchmark and outperformed against the strategic benchmark by 2.5%.

It was noted that the overall net return of the Fund's investments for the year to 30 June 2018 was 5.6%. This represented an outperformance of 1.3% against the combined tactical benchmark and an outperformance of 1.9% against the annual strategic benchmark.

**RESOLVED: That**

- 1. The summary of the performance of the Pension Fund within the report, be noted.**
- 2. Hymans performance monitoring report and presentation, be noted.**
- 3. A presentation from the Fund's Passive Equity Manager Legal & General Investment Management (LGIM), be received.**
- 4. The quarterly reports provided by each investment manager, be noted.**
- 5. The analysis of the cash balances, be noted.**
- 6. The letter received from the London CIV regarding the signing of the Pension Cost Recharge and Pension Guarantee Agreements and progress made with signing the documents, be noted.**

**71 HAVERING COLLEGES PROPOSED MERGER - LOCAL GOVERNMENT PENSION SCHEME (LGPS) CONSIDERATIONS**

The Committee received a report which outlined the impact that the proposed merger of Havering Sixth Form College and Havering College of Further & Higher Education with New City College would have on the Havering Local Government Pension Scheme.

**RESOLVED: That**

- 1. The Funds Actuary report, be noted.**
- 2. The comments from Havering College of Further & Higher Education on the rationale for the merger of Havering College and Havering Sixth Form College with New City College, be noted.**

3. **A report would be submitted to Cabinet to make a decision on the pension implications of the proposed merger, be noted.**

**72 GUARANTEED MINIMUM PENSION (GMP) RECONCILIATION WORK**

The Committee received a report which informed of the agreement to fund the reconciliation of HMRC data with that held by the Havering Pension Fund. The reconciliation had been scoped as additional work that would be undertaken by Lancashire County Council (via Local Pensions Partnership) under their current delegated functions arrangements with the Council, the Local Pensions Partnership. The estimated costs would be chargeable to the Pension Fund.

**RESOLVED:**

**That the Section 151 Officer's decision to agree funding the GMP reconciliation work, be noted.**

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**Chairman**

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