



Haverling

L O N D O N B O R O U G H

LOCAL PENSION BOARD AGENDA

4.00 pm

**Tuesday
6 September 2022**

Virtual

Members 4: Quorum 2

Mark Holder, Scheme Member Representative
Yasmin Ramjohn, Scheme Member Representative
Dionne Weekes, Scheme Memembr Representative

Denise Broom, Scheme Employer Representative
Andrew Frater, Scheme 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 8 FEBRUARY AND 29 MARCH 2022 (Pages 1 - 4)

To approve as correct the minutes of the meeting held on 8 February 2022 and 29 March 2022 (attached) and authorise the Chair to sign them.

5 TO RECEIVE FEEDBACK FROM RECENT MEETINGS OF THE PENSIONS COMMITTEE

6 PENSION BOARD MEETING MINUTES 22 MARCH 2022 AND 26 JULY 2022 (Pages 5 - 8)

Minutes for 22 March 2022 attached. Minutes of 26 July 2022 will follow.

7 LLP QUARTERLY PERFORMANCE REPORT (Pages 9 - 38)

Report attached.

8 COP14 COMPLIANCE CHECKLIST (Pages 39 - 42)

Report attached.

9 DATA IMPROVEMENT PLAN (Pages 43 - 44)

Report attached.

10 COMMUNICATIONS CAMPAIGN (Pages 45 - 46)

Report attached.

11 PENSIONS ADMINISTRATION STRATEGY (Verbal Report)

12 POSITION OF CHAIR (Verbal Report)

Local Pension Board, 6 September 2022

13 LOCAL PENSION BOARD END OF YEAR REPORT 21/22 (Pages 47 - 48)

Report attached.

14 RISK REGISTER AMENDMENT (Pages 49 - 52)

Report attached.

**Zena Smith
Democratic and Election Services Manager**

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Public Document Pack Agenda Item 4

MINUTES OF THE MEETING OF THE LOCAL PENSION BOARD

Zoom

8 February 2022 (4.00 - 5.30 pm)

Present:

Members: Denise Broom (Scheme Employer Representative), Andrew Frater (Scheme Employer Representative), Mark Holder (Scheme Member Representative), Yasmin Ramjohn (Scheme Member Representative) and Dionne Weekes (Scheme Member Representative)

Officers: Caroline Berry and Debbie Ford (Finance & Procurement), Luke Phimister (Clerk)

92 CHAIR'S ANNOUNCEMENTS & INTRODUCTION OF MEMBERS

The Chairman advised members of actions to take if they are disconnected from the video call.

The Board members then introduced themselves to the new members.

93 APOLOGIES FOR ABSENCE

There were no apologies for absence.

94 DISCLOSURE OF INTEREST

There were no disclosures of interests.

95 MINUTES OF THE MEETING

The minutes of the meeting held on 28th September 2021 were agreed as a correct record.

96 TO RECEIVE FEEDBACK FROM RECENT MEETINGS OF THE PENSIONS COMMITTEE

The Board were presented with a brief overview of the previous Pensions Committee meeting.

97 CODE OF PRACTICE 14 - SECTIONS A TO E

Board members were advised that they had met all deadlines so were fully compliant for Section A. members noted that section B was subject to external factors. Section C was partially yellow due to the additional of the new members and section D raised questions regarding what contact information should be published on the website for members.

The Board noted the report.

98 Q3 PENSION FUND ADMINISTRATION & RISK + COMPLIANCE

The Board noted that of the 383 leavers, 380 had not yet been processed, members also noted that the active members had increased by 5%. Otherwise the Board noted there were no areas of major concern.

The Board noted the report.

99 LPPA ANNUAL INTERNAL CONTROL ASSURANCE

It was explained to the Board that an LPP representative would attend a future meeting to go through the report in detail.

100 RISK REGISTER

The Board noted the risk register had been presented to the Pensions Committee with before and after impact scores. Members also noted there were no new risks and the only amber risk was the MATs consolidation and transferring to LPPA.

The Board noted the register.

101 PROJECT PACE

The Board noted an external representative would attend a future meeting to present the full Project PACE report.

102 POSITION OF CHAIRMAN

The Board noted the roles and responsibilities had been agreed and an advert had been sent out with the view to have a Chair in place by the new financial year.

103 UPCOMING TRAINING

It was explained to the Board that fundamentals training was upcoming but there was no planned CIPFA/ Barnett & Waddington seminar. It was explained that Hymans run online training but this would need to be purchased from the Board's budget.

Chairman

Public Document Pack

**MINUTES OF THE MEETING OF THE
LOCAL PENSION BOARD
Zoom
29 March 2022 (4.00 - 5.00 pm)**

Present:

Members: Denise Broom (Scheme Employer Representative), Frater (Scheme Employer Representative), Mark Holder (Scheme Member Representative) and Dionne Weekes (Scheme Memembr Representative)

Officers: Caroline Berry and Debbie Ford (Finance & Procurement) and Luke Phimister (Clerk)

104 CHAIR'S ANNOUNCEMENTS

The Chairman explained the procedure to take if they were to disconnect from the call.

105 APOLOGIES FOR ABSENCE

There were no apologies for absence.

106 DISCLOSURE OF INTEREST

There were no disclosures of interests.

107 MINUTES OF THE MEETING

The minutes of the meeting held on 8th February 2022 were agreed as a correct record.

108 TO RECEIVE FEEDBACK FROM RECENT MEETINGS OF THE PENSIONS COMMITTEE

The Board received an update from the previous Pensions Committee meeting.

109 ANNUAL INTERNAL CONTROL ASSURANCE REPORT

The Board noted there had been 3 audits in 2020-21 from Deloitte and will not outsource internal audits from 1st April 2022.

The Board noted the report.

110 **CYBER SECURITY ASSURANCE STATEMENT - RESPONSE TO QUESTIONS FROM LAST MEETING**

Members of the Board noted that staff use personal routers for their work but are connected to the Havering VPN, there is a risk but not high.

111 **PENSIONS BOARD VACANCIES**

The Board noted an independent chair had not yet been put in place but officers were hopeful one would be in place for the next meeting.

Chairman

**MINUTES OF A MEETING OF THE
PENSIONS COMMITTEE
Council Chamber - Town Hall
15 March 2022 (7.00 - 9.08 pm)**

Present:

COUNCILLORS

Conservative Group John Crowder (Chairman) and Osman Dervish

Residents' Group Stephanie Nunn

Labour Group

**Independent Residents
Group**

All decisions were taken with no votes against.

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

237 APOLOGIES FOR ABSENCE AND ANNOUNCEMENT OF SUBSTITUTE MEMBERS

Apologies for inability to attend the meeting were received by Councillor Jason Frost and Keith Darvill. Councillors Martin Goode and Ron Ower attended the meeting remotely.

238 DISCLOSURE OF INTERESTS

There were no disclosures of interest.

239 MINUTES OF THE MEETING

The minutes for the meeting held on 25 January 2022 were agreed as a correct record.

240 PENSIONS ADMINISTRATION BUDGET 2022/23 AND SERVICE LEVEL AGREEMENT REVIEW

The Committee were presented with Pensions Administration Budget 2022/23 and Service Level Agreement Review report. The Havering Local Government Pension Scheme (LGPS) was provided via a shared service agreement with Lancashire County Council (LCC) who delegate the function to the Local Pensions Partnership Administration (LPPA). The report detailed the LPPA's proposed budget for 2022/23 of £0.519m, an overall increase of 3% from 2021/22.

It was explained that the LPPA were also proposing a change to the service level agreements (SLA) currently in place. This would be the first change to the SLA following the commencement of the shared service agreement in November 2017.

The Committee **agreed** the recommendations.

241 **BUSINESS PLAN – PC ANNUAL REPORT 2021-22**

The Committee were presented with the Business Plan – Annual Report 2021-22. The report set out the work undertaken by the Committee during 2021/22 and the plan of work for the forthcoming three years, attached as Appendix A and would form the basis of a rolling Pension Fund Business Plan 2022/23 – 2024/25.

It was explained that this would be the last year of the current Pensions Committee term of office due to the Local Borough Elections being held in May 2022. Therefore the Committee's achievement only were covered from the period 1st April 2021 to 31 December 2021 to meet Council reporting deadlines. The report also explained why a Business Plan was needed and what it should contain.

The Committee **agreed** the recommendations.

242 **PENSION FUND PERFORMANCE MONITORING QUARTER END DECEMBER 2021**

The Committee were presented with the Pension Fund Performance Monitoring Quarter End December 2021 report. The report provided an overview of Fund investment performance, Manager Monitoring and any relevant Local Government Pension Scheme (LGPS) updates for the quarter ending 31 December 2021.

It was explained that the significant events (Russian invasion of the Ukraine) that occurred after the production of the report would be addressed verbally at the meeting.

Previous to the volatility now seen in the markets, Funds had grown in value by 3.04% over the quarter but had underperformed in both their tactical and strategic benchmark. The general position of the Fund was considered along with other matters, including any current issues, as advised by Hymans.

The Committee agreed to exclude the Public from all relevant parts of Appendices B and C on the grounds of paragraph 3 of Schedule 12A to the Local Government Act 1972.

A fund manager from Royal London Asset Management attended the meeting and gave an overview of asset classes and funds held in the fund.

Hymans' was also on hand and discussed the fund's performance. Hymans and Officers discussed with Members any issues arising from the monitoring of the other managers.

The Committee **agreed** the recommendations.

243 **PUBLIC SERVICE PENSIONS ACT 2013 - SECTION 13 REPORT**

The Committee were presented with the Public Service Pensions Act 2013 – Section 13 report. The Government Actuary Department (GAD) had been appointed by the Department of Levelling Up, Housing and Communities (DLUHC) to report under section 13 of the Public Service Pensions Act 2013 in connection with the actuarial valuations of the 88 Funds in the Local Government Pension Scheme (LGPS) in England and Wales.

This report was published as three documents: the executive summary (Appendix A), the report (Appendix B) and appendices (Appendix C).

It was explained that GAD were content that the Havering Fund had a reasonable funding plan in place and there were no concerns identified in the report that would require any action from the Committee.

The Committee **agreed** the recommendations.

Chairman

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LPP

Local Pensions Partnership
Administration

Havering Pension Fund

Quarterly Administration Report

1st April – 30th June 2022

lppapensions.co.uk

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DEFINITIONS

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Total Fund Membership

Total Fund Membership is the number of Member records held on the LPPA pensions administration system that are contributing to, awaiting benefits, or receiving benefits from the pension fund.

Current Age Demographic

The age profile of the Membership is split across three types of status:

Active Members – Members who are currently contributing toward their pension benefits.

Deferred Members – Members who hold a deferred benefit in the fund.

Pensioner Members – Pensioners and Dependants who are currently receiving a pension.

Page 11

Casework Performance Against SLA

Performance is measured once all information is made available to LPPA, to enable them to complete the process. All casework has a target timescale in which to complete the process, and performance is measured as the % of cases that have been completed within that timescale.

Page 12

Casework Performance Against SLA

The category of 'Other' on this page covers cases including, but not limited to:

- Benefit revisions
- Maternity/paternity cases
- Ill Health cases
- Scheme Opt-Out cases
- Cases raised to cover 'Member Online Portal' registration queries
- P60 queries
- 50/50 scheme changes
- APC / AVC queries

Please note the number of cases brought forward, does not match the corresponding number of outstanding cases reported in the previous quarter (due to reasons including the deletion of cases during the current reporting period).

Page 14 & 15

Helpdesk Performance

Average wait time measures the time taken from the caller being placed into the queue, to them speaking with a Helpdesk adviser.

The percentage of calls answered does not include calls that are abandoned by the caller where the wait time is less than 2 minutes.

All figures reported in this section are non-client specific, as not all member calls are dispositioned at client level. This means that call volumes and wait times are not at client level - however, as calls are answered (through our various IVR options) in relation to wait time, performance across all LPPA clients is broadly the same

As the needs of our business, Clients and Members change, we adapt our reporting to suit the current trends and ensure sight of common topics. For this reason it is necessary to update and add new topics in the reason for calls. To accommodate the multitude of reasons we have created a "Other" category which includes (but not limited to) 'Information Only', 'Website', 'Resend Documents'.

Page 17 – 19

Customer Satisfaction Scores

The Helpdesk satisfaction scores (telephone and retirement) are the percentage of people who completed the survey with a satisfied (green) or neutral (amber) response. The Retirement satisfaction score illustrates the total surveys taken, split by response of Dissatisfied, Neutral or Satisfied. New joiners survey is emailed to new members after they have received their scheme welcome letter.

Page 21

Member Online Portal

The number and % of Members that are registered for the Member Online Portal, including a quarterly view and a comparison with the overall LPPA sign up rate (all Members).

Page 29

Common/Conditional Data Fails

The Pension Regulator requires Administrators to keep Member data up to date to ensure benefits are accurately paid. This is split by Common Data (details that are specific to the Member) and Conditional Data (data that is related to the pension).

Individual Fails shows the total number of unique Members that have a single or multiple number of Common Data or Conditional Data fails. On both charts, the Accuracy Rate (%) then compares the number of Individual Fails to the total number of Scheme Members.

For more detail on the Data Items / Error types presented in these charts, please visit either the [TPR](#) or [PASA](#) (The Pension Administration Standards Association) websites.

OUR CORE VALUES

This administration report is produced in accordance with the Service Level Agreement (SLA) for the provision of pension administration services.

The report describes the performance of Local Pensions Partnership Administration (LPPA) against the standards set out in the SLA.

Within LPPA, our values play a fundamental role in guiding our behaviour as we grow our pensions services business and share the benefits with our Clients.



ANNUAL PLAN 2022/23

✓ COMPLETED 📅 DUE

Page 13

	Apr 22	May 22	Jun 22	Jul 22	Aug 22	Sep 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23
Annual Benefit Statement and Newsletter to Deferred Members			✓									
Pension Increases		✓										
Annual Benefit Statement and Newsletter to Active Members					📅							
Pension Saving Statements							📅					
HMRC Scheme Returns							📅					
IAS19 data				📅	📅				📅			📅

EXECUTIVE SUMMARY

Big changes...
 Forward thinking...
 Doing the right thing...
 Committed to excellence...

This performance report covers the reporting period of Q1 2022/23 (April – June 2022)

Given the significant change programme currently underway at LPPA, an Executive Summary is included to accompany the data and metrics outlined in this report.

The migration project to move to our new pensions administration system is well underway, with phase 1 clients (9 clients / c300,000 members) successfully migrated between January – March 2022. The remaining clients (9 clients / c300,000 members) will migrate across between October – December 2022.

To help us manage this significant change programme, we agreed a period of temporary relaxed SLA's for all clients between March – May 2022 and then again between November– January 2022. The usual overall SLA target is 95 %, and this target was relaxed as follows:

- High priority relaxed SLA for 3-months post go live (relaxed to 90 % target SLA).
- Other cases relaxed SLA for 3-months post go live (relaxed to 70 % target SLA – with the exception of no breach in statutory deadlines, disclosure or a guarantee period).
- Ill-health estimates/retirements prioritised.
- Helpdesk call and web form wait times are likely to increase and we will manage this by proactively updating messages on our website, in the IVR when we receive calls and when a web-form is submitted to us.

PRIORITY	CASE TYPE
HIGH	Deaths • Retirements deferred • Retirements immediate
OTHER	Admissions • Refunds • Transfers Out • Transfers In Divorce • Aggregation • Deferred Benefits • Estimates – member Estimates – employer • Correspondence

Payroll

- No disruption to pensioner payroll or lump sum payments (this equates to over £100m, across all clients, in pension payments per month).
- Pensions Increase was successfully run and P60's produced in April/May.

Statutory Deadlines

- All regulatory and statutory deadlines due in the reporting period were met.

Casework SLA Performance

During the period April to June, performance against SLA has been adversely impacted by the short-term and expected issues arising from the phased “go lives” of the migration to our new pensions administration system (UPM). The timescales of phase 1 were aggressive as we had contractual obligations to meet.

Performance against SLA is measured fundamentally differently in UPM than CMS (LPPA's former workflow system), the key differentiators being:

- The SLA “clock” starts at the beginning of a process in UPM, but on receipt of all information in CMS. Whilst CMS is in line with contractual agreements, there was not a robust way to configure UPM to replicate this; and
- The SLA “clock” restarts when a case comes off hold/pending in CMS. This does not happen in UPM, pending time is subtracted from the overall elapsed time.

The processes in UPM have been configured so that a review/triage of a process takes place within 48hrs of receipt. We expect this to result in reduced end to end elapsed times.

Overall performance against SLAs is improving month on month but are still currently below our usual overall SLA target of 95 %.

EXECUTIVE SUMMARY CONTINUED

The key areas which have initially impacted SLA performance include:

1. New way of measuring performance against SLAs in UPM.
2. Increased volumes and/or spikes of work post go-live (e.g., clearing emails built up in each blackout period prior to “go live”).
3. A higher number of hypercare issues post go-live than anticipated. This resulted in processes having to pause until the issue was fixed, resulting in some cases missing SLA.
4. An initial productivity dip, although LPPA are starting to see output improve across a subset of processes.
5. Managing resources across both systems, particularly in light of a competitive recruitment market.
6. System downtime – including a 2 day Altair outage at the end of June creating spikes in work and reallocation of resources across both systems. The impact will continue into July performance figures.

Pensions Helpdesk

Helpdesk performance for the period has seen average wait times increase above the non-contractual target of 4 minutes, and the number of calls answered before being abandoned below the aspirational 95% target.

The Helpdesk had not been running at normal service levels as LPPA continue to experience:

- Record volumes of inbound calls (System migration to UPM, Pensions Increase, P60s, PensionPoint launch).
- Increased call handling time for all UPM calls as call handlers are not familiar with the new system.
- Backlogs of online/email enquiries which leads to more calls being received.

Given the increase in call volumes it remained challenging for the Helpdesk to return to normal service levels. A combination of lower call volumes and tactical solutions deployed to help manage the calls are bringing wait times down. We have also recruited a dedicated trainer to the helpdesk which has resulted in more resource being trained and available to take calls.

Big changes...
Forward thinking...
Doing the right thing...
Committed to excellence...

Monthly average wait times are trending in the right direction:

- April – 16 minutes
- May – 13 minutes
- June – 5 minutes
- July – 3 minutes

Online Enquiries / E-mails

Pre-Pace Phase 1, business as usual timescales for handling web enquiries and e-mails was typically running at circa 70% responded to within 24 to 48 hrs. Since the transition of clients to UPM began in January, the handling time has increased to circa 70% responded to in 5+ days. Performance has been adversely impacted as redeployed email resources to answer calls.

LPPA continue to train additional Helpdesk advisors to provide additional resilience and have recently appointed a Helpdesk training resource, in order to deliver the required training in a more focused way, which will speed up the time from recruitment to deployment on the phones and handling of mailboxes.

Web enquiry and e-mail response times returned to a 24-48hr turnaround time at the end of June 2022.

Fund Membership

In this section...

- Total Fund membership
- Current Age Demographic

TOTAL FUND MEMBERSHIP



TOTAL FUND MEMBERSHIP

CLIENT SPECIFIC

Active Contributors Deferred Beneficiaries Pensioners & Dependents



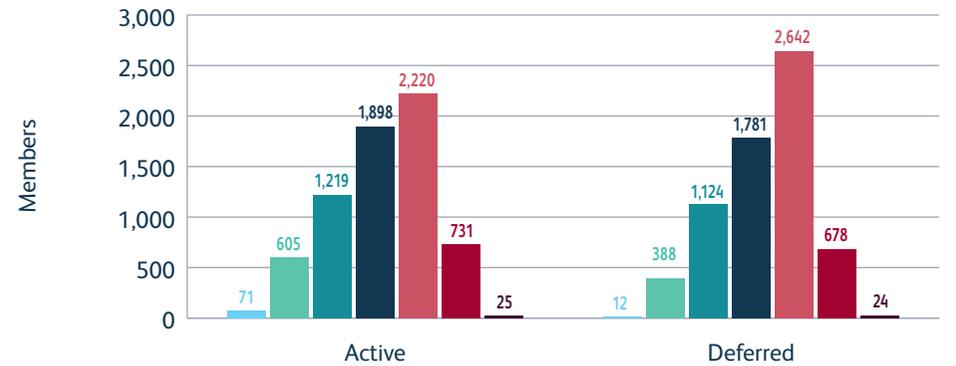
Page 17



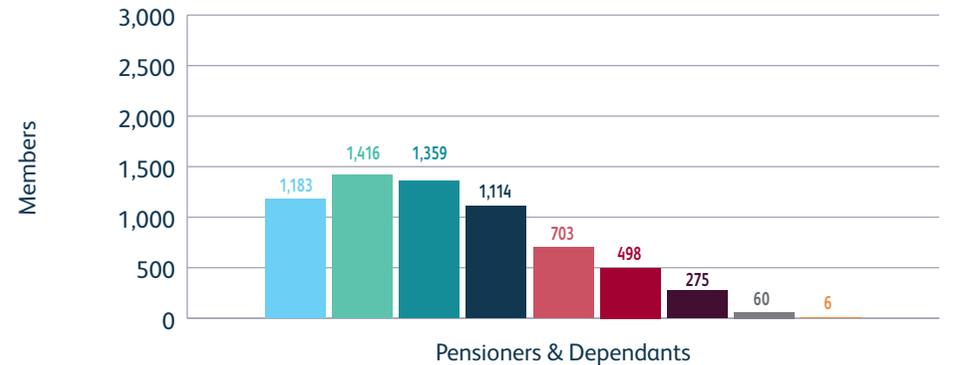
CURRENT AGE DEMOGRAPHIC

CLIENT SPECIFIC

Under 21 21 to 30 31 to 40 41 to 50 51 to 60 61 to 70 Over 70



Under 65 65 to 69 70 to 74 75 to 79 80 to 84
85 to 89 90 to 94 95 to 99 100+



Casework Performance Against SLA

In this section...

- Performance – All cases
- Performance Standard

CASEWORK PERFORMANCE AGAINST SLA

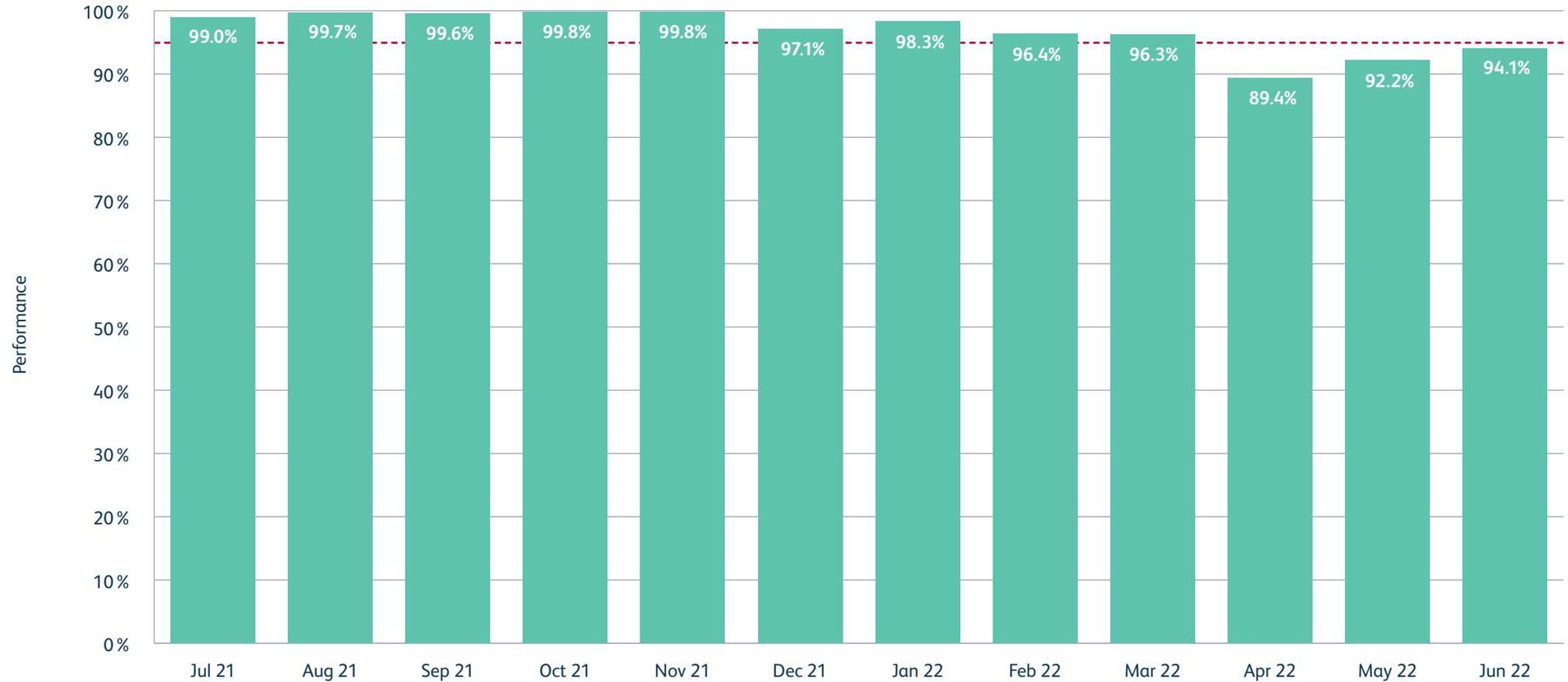


PERFORMANCE – ALL CASES

CLIENT SPECIFIC

--- Target (95%)

The quarterly SLA performance was 92.4%



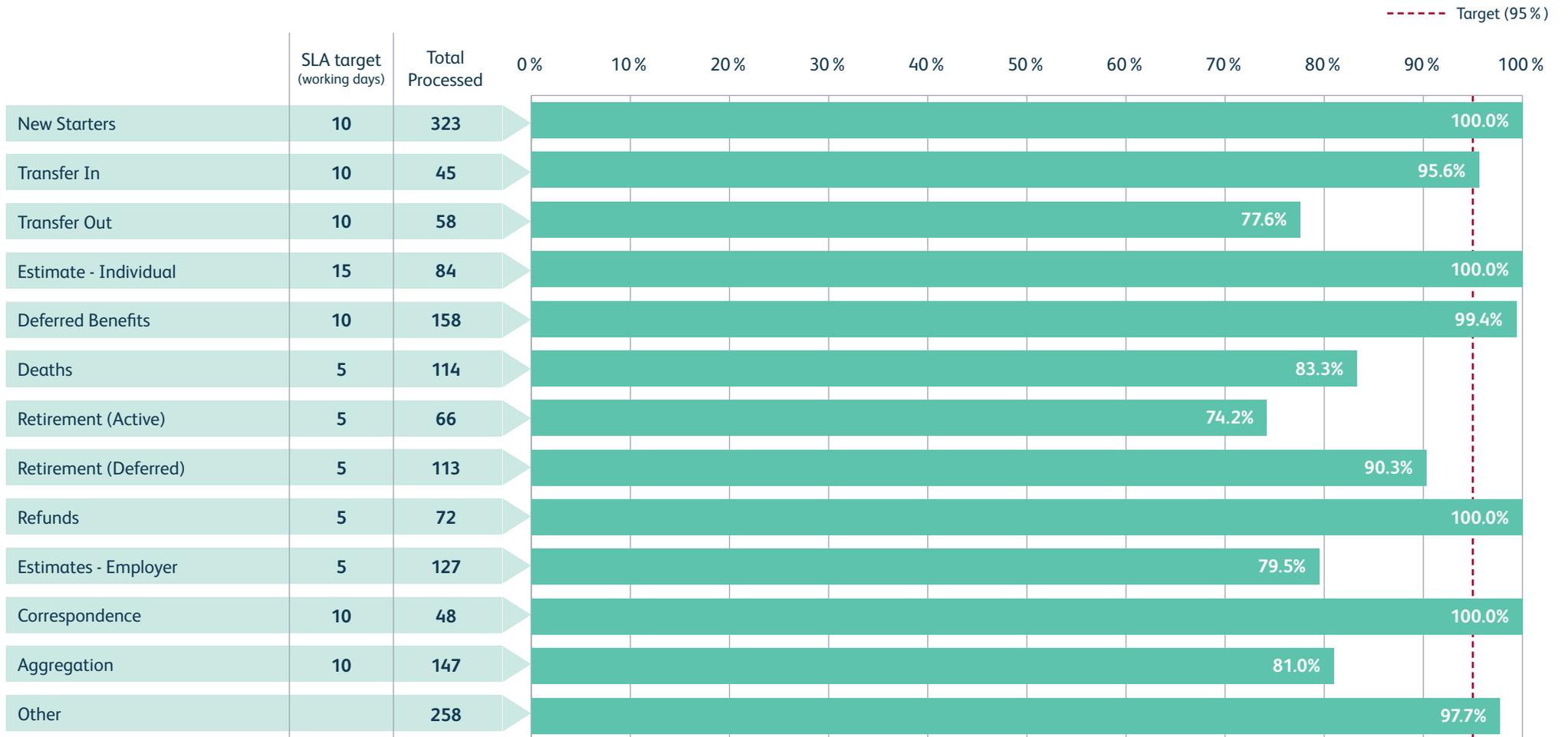
CASEWORK PERFORMANCE AGAINST SLA



PERFORMANCE STANDARD

CLIENT SPECIFIC

Page 20



Helpdesk Calls Performance

The Helpdesk deals with all online enquiries and calls from Members for all funds that LPPA provide administration services for.

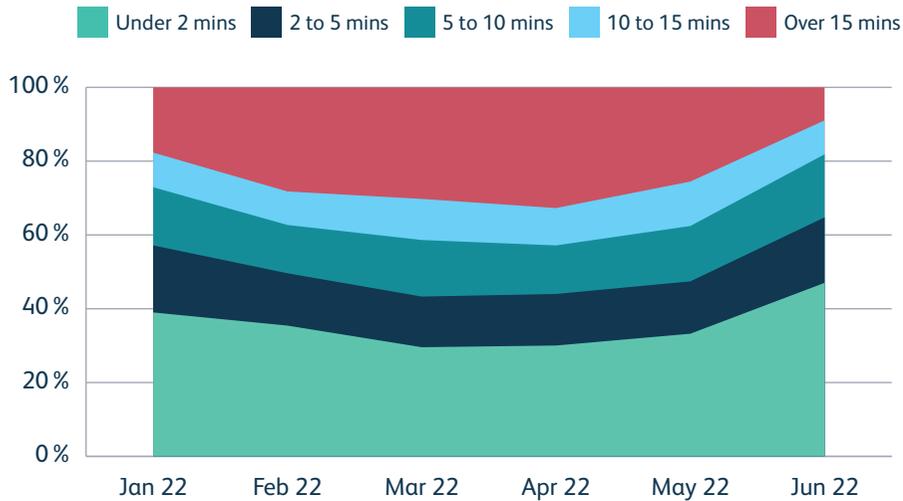
In this section...

- Wait time range
- Calls answered (%)
- Calls answered (volumes)

HELPDESK CALLS PERFORMANCE

WAIT TIME RANGE

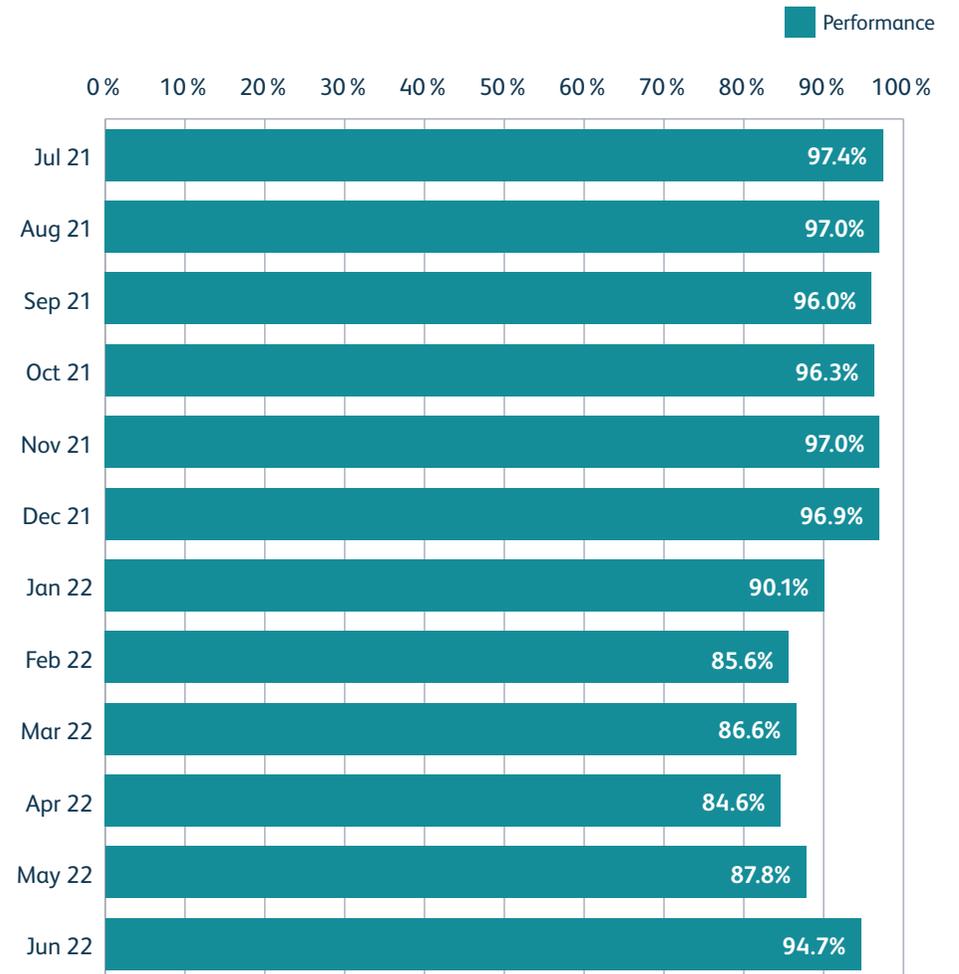
ALL LPPA



	Under 2 Mins	2 to 5 Mins	5 to 10 Mins	10 to 15 Mins	Over 15 Mins
Jan 22	39.0%	18.2%	15.8%	9.4%	17.7%
Feb 22	35.4%	14.2%	13.1%	9.1%	28.2%
Mar 22	29.6%	13.7%	15.3%	11.1%	30.2%
Apr 22	30.0%	14.0%	13.2%	10.1%	32.7%
May 22	33.2%	14.2%	15.0%	12.1%	25.5%
Jun 22	47.0%	17.7%	17.1%	9.2%	9.0%

CALLS ANSWERED (%)

ALL LPPA



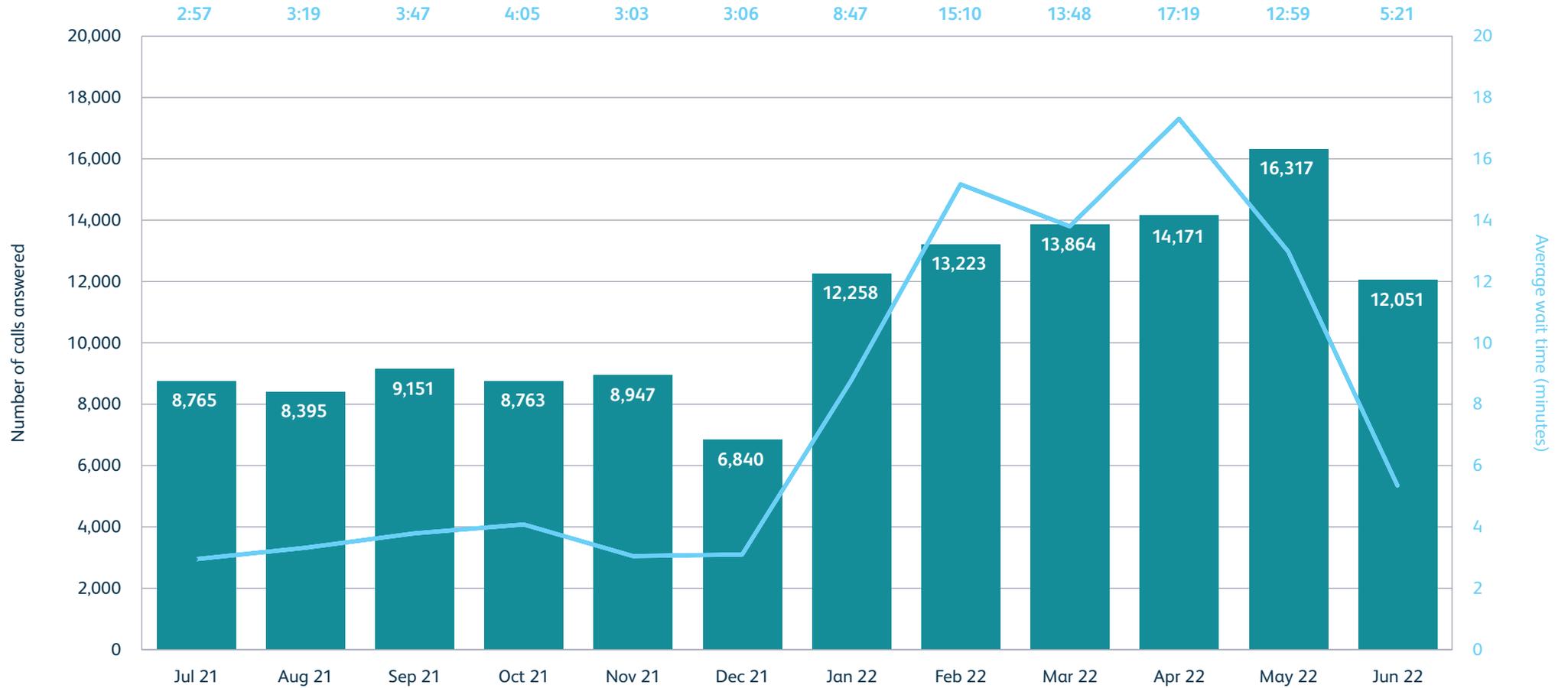
HELPDESK CALLS PERFORMANCE



CALLS ANSWERED (VOLUMES)

ALL LPPA

Average wait time (mm:ss)



Customer Satisfaction Scores

In this section...

- Helpdesk calls satisfaction
- Retirements
- New joiners

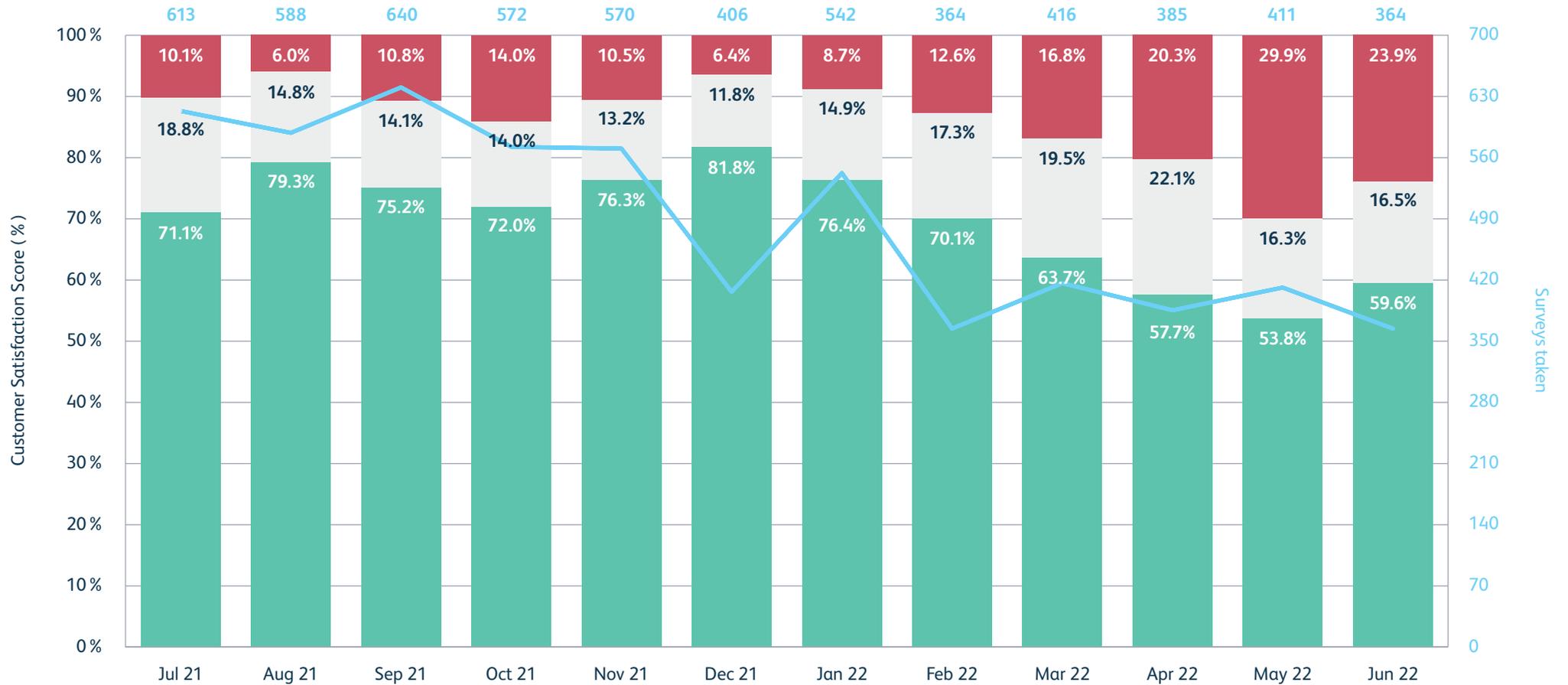
CUSTOMER SATISFACTION SCORES



HELPDESK CALLS SATISFACTION

ALL LPPA

■ Dissatisfied
 ■ Neutral
 ■ Satisfied
 — Surveys taken



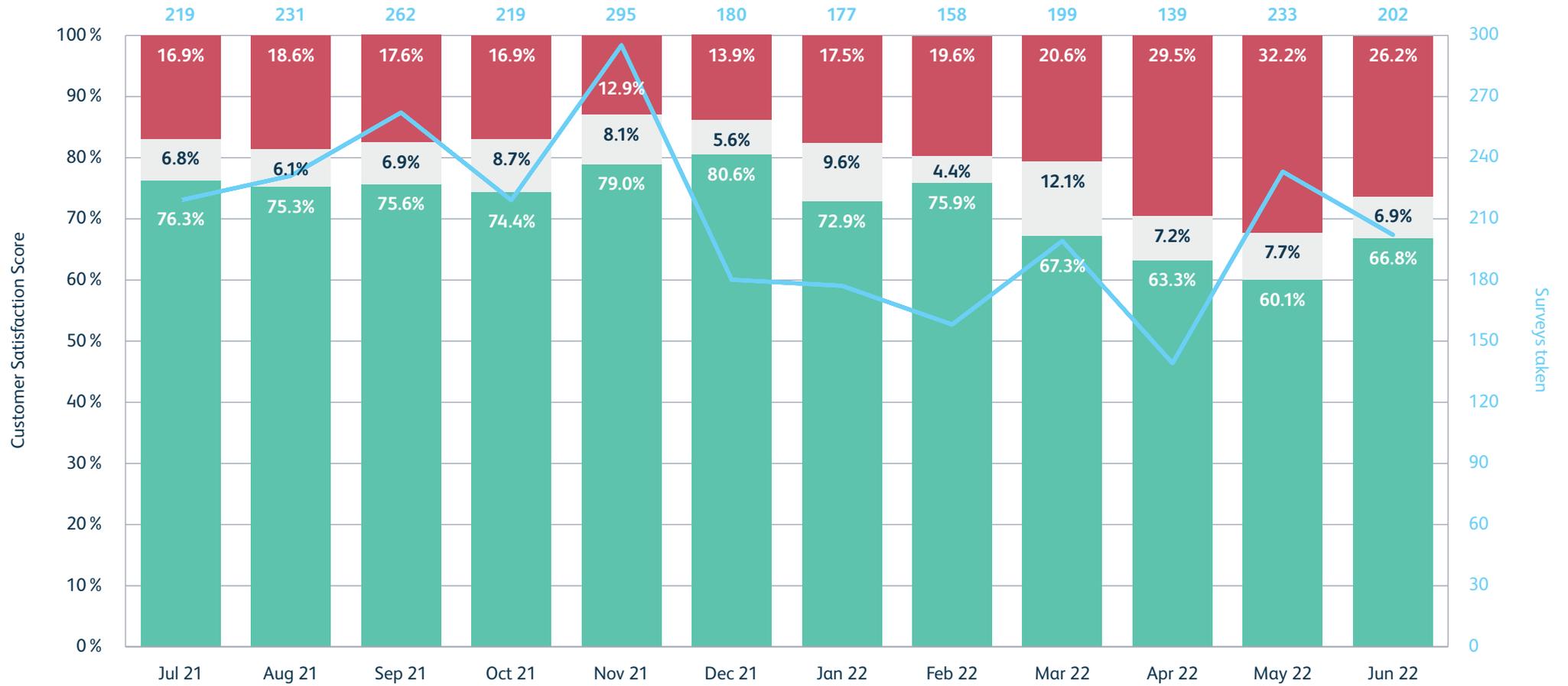
CUSTOMER SATISFACTION SCORES



RETIREMENTS

ALL LPPA

■ Dissatisfied
 ■ Neutral
 ■ Satisfied
 — Surveys taken



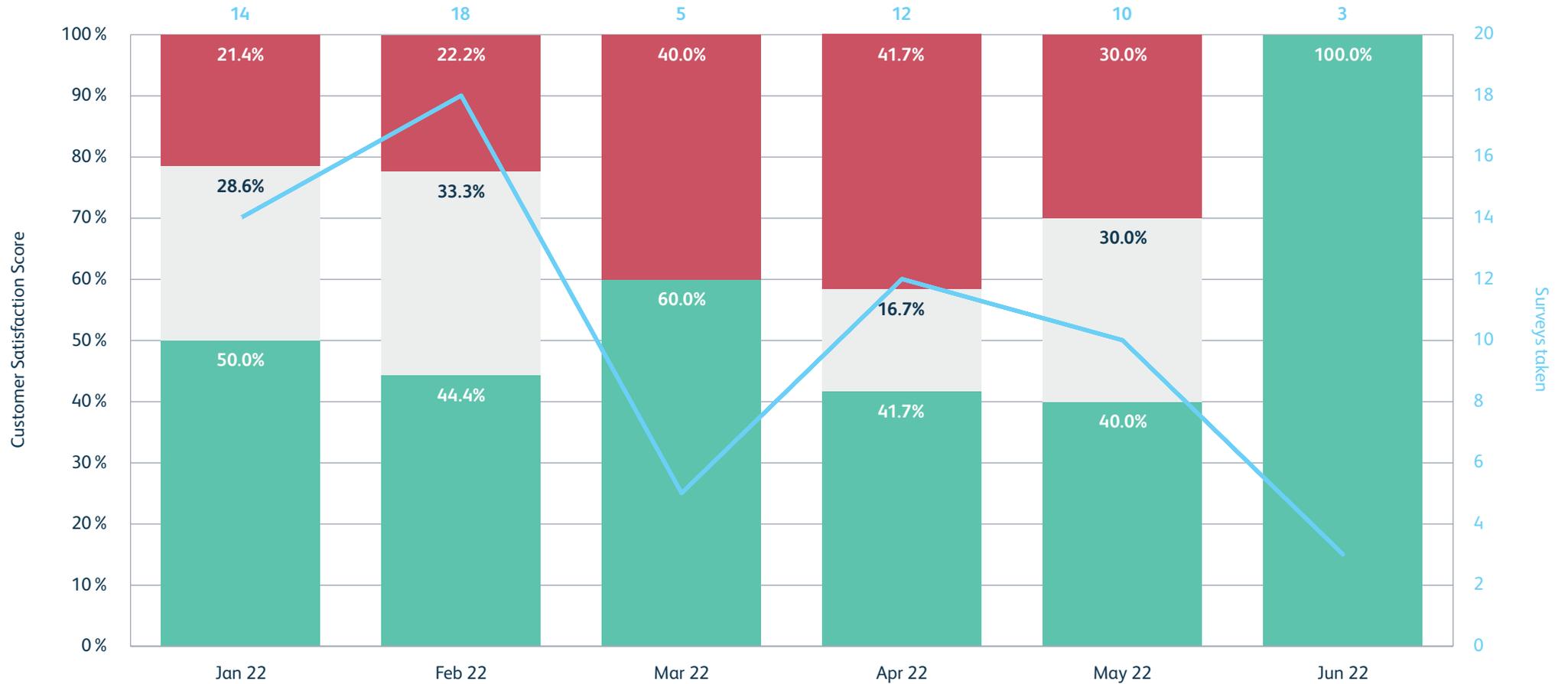
CUSTOMER SATISFACTION SCORES



NEW JOINERS

ALL LPPA

Dissatisfied Neutral Satisfied Surveys taken



Member Online Portal

In this section...

- Members registered

MEMBER ONLINE PORTAL



MEMBERS REGISTERED

CLIENT SPECIFIC

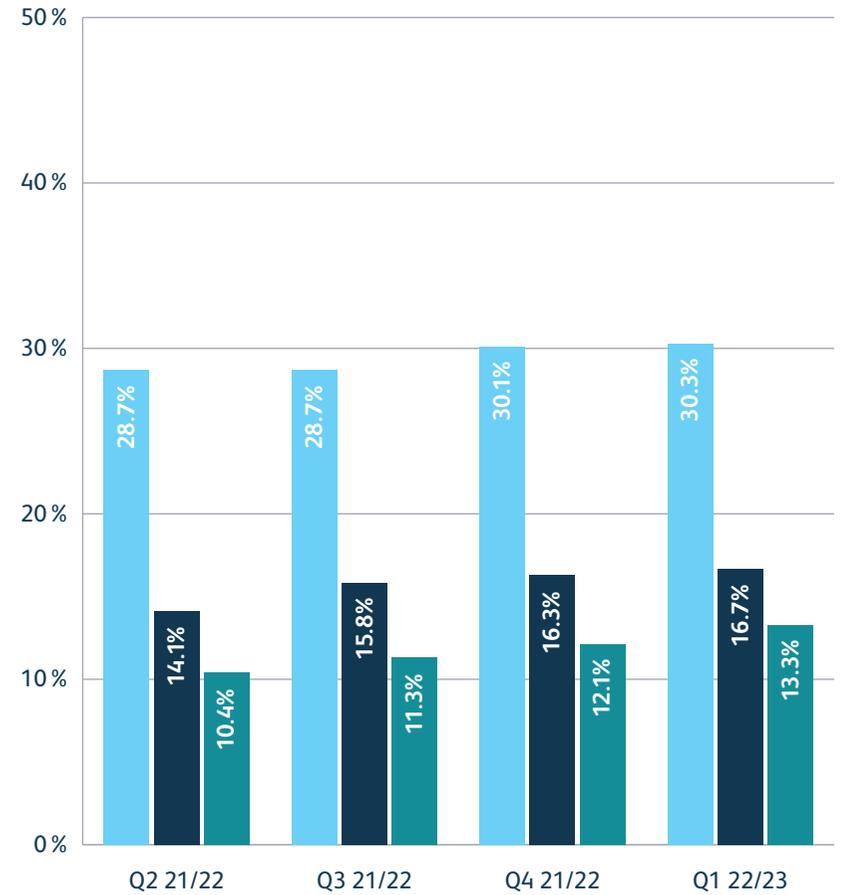
Active Deferred Pensioner

Member Numbers



Active Deferred Pensioner

% Members



Employer Engagement & Communication Activity

In this section...

- Delivered
- Scheduled
- Engagement communications

EMPLOYER ENGAGEMENT & COMMUNICATION ACTIVITY



DELIVERED

ALL LPPA

There have been various communications issued to members in Q1, including:

1. Getting ready for retirement - an email is sent once we have received a member's intention to retire. It advises them of the process and gives them the option to download a retirement checklist and to watch LPPA's [retirement video](#)
2. Member surveys - emails are sent after retirement, helpdesk interactions, bereavements, and joining the scheme, to allow LPPA to gather feedback and continue to improve the experience across the processing teams
3. P60 emails have been issued to retired members, explaining that their P60s are available to view through their online portal (paper copies have been issued to members who requested them)
 - [Pension Point P60 email](#)
 - [My Pension Online email](#)
4. ABS emails for deferred members started to be issued in Q1, before active members are scheduled to receive them in Q2. The email explained that their Annual Benefit Statements is available to view in their online portal ([My Pension Online example](#))
5. Spring newsletter – this was made available in a new online format for retired members, and emailed to contactable retired members.
[View spring newsletter \(retirees\)](#)
6. [Additional member video guides](#) (LPPA website) – these have been added to the LPPA YouTube channel including 'How to use the PensionPoint Retirement calculators' (videos have been important in supporting the launch of PensionPoint, the new online member portal)
7. Welcome to the Engagement Team email – this was issued and introduced some new LPPA team members and how they can offer employer support.
[View Engagement Team email](#)

EMPLOYER ENGAGEMENT & COMMUNICATION ACTIVITY



DELIVERED CONTINUED

ALL LPPA

8. Pension Pulse employer newsletters sent out in April and May
 - [April Pension Pulse](#)
 - [May Pension Pulse](#)
9. A new employer training page has been created and included on the LPPA website (making it easier for employers to book ongoing training sessions).
[View new training page](#)

The Employer Engagement team has continued to deliver employer support sessions including:

10. Scheme Leavers Essentials training – for any employers in need of support with submitting leaver details to LPPA, this session cover what to do and how to do it
11. LGPS Scheme Essentials – for any employer that wants more knowledge of the LGPS pension scheme and support with calculating final pay, CARE pay and Absence and Pensionable Pay
12. Year-end file submission training and support for UPM employers

There have also been training sessions delivered to members (all bookable via the LPPA website member training page) including:

13. Making Sense of your Pension (online sessions) - these are aimed at members to help improve their knowledge of their LGPS pension, whether they have recently joined the scheme, or have been in the scheme a while
14. Making Sense of Retirement (online sessions) – these are aimed at Members who are reaching retirement age (age 55 and over) to help improve their knowledge of the retirement process and claiming their LGPS pension

EMPLOYER ENGAGEMENT & COMMUNICATION ACTIVITY



SCHEDULED

ALL LPPA

1. ABS activity (ongoing) – emails will continue to be issued to encourage active members to access their ABS through their online portal
2. [Active member online newsletter](#) – this will be emailed to active members across July and August
3. Employer toolkit (pilot) - support and resources for employers to engage with their active members
4. The LPPA employer engagement team will be arranging visits with employers, including targeted visits with those who have been identified as requiring additional support
5. All employer visits (training sessions, support meetings) will continue to be delivered remotely in 22/23. The Engagement team have continued to build on the successful delivery of these sessions during the last two years – the team has adapted the delivery of these sessions to increase the reach across large numbers of employers, and receive positive feedback and satisfaction scores (online training sessions are surveyed with participants)
6. With the launch of UPM Phase 2 (Project PACE) from October, the Q2 period will be focused on training employers on how to use the new employer portal. Employer communications for Q2 will have a strong focus on the move to UPM, with training invites, videos and online resources being communicated

EMPLOYER ENGAGEMENT & COMMUNICATION ACTIVITY



ENGAGEMENT COMMUNICATIONS

CLIENT SPECIFIC

- Virtual employer visits were held with 1 Havering Pension Fund employer
- Scheme Leavers Training was delivered and 2 Havering Pension Fund employers attended
- 1 employer within the Havering Pension Fund attended an Employer Scheme Essentials training session

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EMPLOYER ENGAGEMENT & COMMUNICATION ACTIVITY



EMPLOYERS

CLIENT SPECIFIC

Date	Employer	Activity	Number in attendance
29 Apr	Mercury Land Holdings Ltd	Employer Visit (support)	1
24 May	LB Havering	Scheme Essentials (Employer Training)	1
14 Jun	Drapers MAT	Scheme Leavers Training	1
14 Jun	LB Havering	Scheme Leavers Training	1

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EMAILS – EMPLOYERS

CLIENT SPECIFIC

Date	Message / Campaign	Call to Action
APRIL	Year end bulletin	Information
	Welcome to the Engagement Team	Information
	My PensionOnline: Currently Unavailable	My Pension Online
	Submitting your end of year data EOY	Information
MAY	Pension Pulse	Information
	Pension Pulse	Information
	Scheme leavers training invite	Booking
JUNE	Have your say with LPPA	Survey
	PensionPoint promotional email	PensionPoint
	Project PACE - getting ready for our new pension administration system	PACE
	Update on end of year queries	Information
	Employer Panel email	Survey
	LPPA address reminder	Information



EMAILS – MEMBERS

CLIENT SPECIFIC

Date	Message / Campaign	Call to Action
APRIL	Pension Estimate: MPO	Information
MAY	Annual Benefit Statement	Information
	Annual pension statement	Information
	Member panel email and survey	Survey

Data Quality

In this section...

- Common data
- Conditional data

DATA QUALITY (TPR SCORES)

COMMON DATA

CLIENT SPECIFIC

Data Item	Active	Deferred	Pensioner / Dependant
NI Number	0	5	12
Surname	0	0	0
Forenames/Initials	0	0	0
Sex	0	0	0
DOB	0	0	0
Date started pensionable service / policy / contributions	0	0	0
Expected retirement / maturity / target retirement date	0	0	0
Membership status	0	0	0
Last status event	0	0	0
Address	2	145	23
Postcode	4	166	54
Total Fails	6	316	89
Individual Fails	4	171	66
Total Members	6,769	6,649	6,614
Accuracy Rate	99.9%	97.4%	99.0%
Total accuracy rate			98.8%

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CONDITIONAL DATA

CLIENT SPECIFIC

Data Item	Fails
Divorce Records	0
Transfer In	6
AVC's/Additional Contributions	1
Deferred Benefits	2
Tranches (DB)	17
Gross Pension (Pensioners)	1
Tranches (Pensioners)	3
Gross Pension (Dependants)	4
Tranches (Dependants)	1
Date of Leaving	0
Date Joined Scheme	0
Employer Details	0
Salary	392
Crystallisation	39
Annual Allowance	186
LTA Factors	0
Date Contracted Out	52
Pre-88 GMP	84
Post-88 GMP	409
Total Fails	1,197
Individual Fails	992
Total Members	20,032
Total accuracy rate	95.0%

LPP

Local Pensions Partnership
Administration

B - Knowledge and Understanding

Legal Requirements

A member of the pension board of a public service pension scheme must be conversant with:

- the rules of the scheme, and
- any document recording policy about the administration of the scheme which is for the time being adopted in relation to the scheme.

TPR Code Ref 34

A member of a pension board must have knowledge and understanding of:

- the law relating to pensions, and
- any other matters which are prescribed in regulations.

TPR Code Ref 35

The degree of knowledge and understanding required is that appropriate for the purposes of enabling the individual to properly exercise the functions of a member of the pension board.

TPR Code Ref 36

No.	TPR Requirement	TPR Code Ref	London Borough of Havering Approach / Evidence	Frequency of Review	Last Review Date	Check Completed	Compliant	Notes	Action
B1	Are there policies and arrangements in place to support pension board members in acquiring and retaining knowledge and understanding?	38	A joint training strategy has been developed and was agreed by the Pensions Committee on the 24 November 2015 and presented to the Local Pension Board (LPB) at its meeting on the 6 January 2016. The Training Strategy covers both committee and board members. To assist in achieving the training strategy objectives the fund will aim for full compliance with the CIPFA Knowledge and Skills Framework. Training register is maintained throughout the year detailed in the annual report.	Annual check	31/03/2021	Fully completed	Fully compliant		Once the Good Governance Guide has been finalised and formally adopted, the training strategy will be revised to cover all areas within the recommendations. The timetable will depend on the capacity within MHCLG and other LGPS stakeholders to progress to implementation of the proposals and consult on formal guidance given their other current priorities.
B2	Has a person been designated to take responsibility for ensuring the framework is developed and implemented?	38	On a day to day basis the Pension Fund Manager (Onesource Pensions and Treasury) maintains compliance with the policy and annual reporting. Training is also arranged by Pensions Administration as applicable.	As and when required		Fully completed	Fully compliant		
B3	Is the Fund providing assistance to pension board members to determine the degree of knowledge and understanding required?	48	The CIPFA Knowledge and Skills self assessment was undertaken when the LPB was first set up. The LPB also undertook induction training held by Hyman (generic to the LGPS) and followed up by officers (Havering Pension Fund focus). Ongoing training is provided and attendance published in the Pension fund Annual report.	Ongoing		Fully completed	Fully compliant	Induction training has been carried out for all existing board members.	Training will be reviewed following the May 2022 elections as the training budget is shared with Pensions Committee.
B4	Are the roles and responsibilities of pension boards and members of pension board clearly set out in scheme documentation?	47	The roles and responsibilities are set out in the Board Members Terms of Reference and are provided to new members on appointment.	Annual check	31/01/2022	Fully completed	Fully compliant	Documentation is included in the induction pack and is also available on the pensions webpage: https://www.havering.gov.uk/info/20044/council_data_and_spending/222/pension_fund	
B5	Are pension board members aware of their legal responsibility in terms of Knowledge and Understanding?	50	This is detailed in Terms of Reference which is provided to each member on appointment to the Board. The Training Strategy also outlines the legal requirements relating to knowledge and skills.	Ongoing		Fully completed	Fully compliant		

B6	Have all pension board members got access to copies of the scheme rules and relevant Fund documentation?	40	Scheme Regulations are available on the Igsregs.org website. All key fund documentation is also available to view on the havering.gov pensions web pages	Ongoing		Fully completed	Fully compliant	Key documents, policies and guidance are on the Havering Pensions Website: https://www.havering.gov.uk/info/20044/council_data_and_spending/222/pension_fund	
B7	Is there an up-to-date list of the Fund specific documents with which pension board members need to be conversant in?	46	LBH has created and will maintain a list of documents that the Board members will need to be conversant with.	As and when required but at least annually	31/01/2022	Fully completed	Fully compliant	Now included as part of the induction pack. The reading list will be re-circulated as and when it is revised	
B8	Are all pension board members investing sufficient time in their learning and development?	55	A number of training sessions have been arranged and attendance to date is good. A log is maintained of who has attended training and this is published in the annual report. The CIPFA Knowledge and Skills Framework self-assessment form will also become a personalised training plan for each member and will be used to document areas of learning and continued development.	Ongoing		Fully completed	Fully compliant		
B9	Does the Fund offer pre-appointment training for new pension board members or mentoring by existing members?	56	Pre-appointment training and mentoring has not been offered, but potential members are invited to discuss the roles and referred to the website where the roles and responsibilities are set out. Induction courses are designed to meet the needs of new members	As and when required		Fully completed	Fully compliant	An Induction Pack has been introduced to accompany the induction training provided by officers	
B10	Is there a process in place for regularly assessing the pension board members' level of knowledge and understanding is sufficient for their role, responsibilities and duties?	57	See comments in B3 - the knowledge and skills analysis will be carried out annually.	Annual check	30/11/2017	Fully completed	Fully compliant		Training will be reviewed following the May 2022 elections as the training budget is shared with Pensions Committee.
B11	Are records of learning activities being maintained?	60	A log is maintained of who has attended training and this is published in the annual report.	Annual check	31/03/2021	Fully completed	Fully compliant		
B12	Have the pension board members completed the Pension Regulator's toolkit for training on the Code of Practice number 14?	59	The modules within the Pensions Regulator online toolkit are available to Board Members and completed courses have been recorded in the training log. In addition, to the COP14 training, general online training is also available via the Pensions Regulator	Annual check	31/03/2021	In progress	Partially compliant		There is generic training available for trustees plus additional training specific to public service schemes and the COP14. New members to complete training

C - Conflicts of interest

Legal Requirements

The Public Service Pensions Act 2013 sets out the legal requirements for scheme managers and pension boards for conflicts of interest. In relation to the pension board, scheme regulations must include provision requiring the scheme manager to be satisfied:

- that a person to be appointed as a member of the pension board does not have a conflict of interest and
- from time to time, that none of the members of the pension board has a conflict of interest.

TPR Code Ref 62

Scheme regulations must require each member or proposed member of a pension board to provide the scheme manager with such information as the scheme manager reasonably requires for the purposes of meeting the requirements referred to above.

TPR Code Ref 63

Scheme regulations must include provision requiring the pension board to include employer representatives and member representatives in equal numbers.

TPR Code Ref 64

No.	TPR Requirement	TPR Code Ref	London Borough of Havering Approach / Evidence	Frequency of Review	Last Review Date	Check Completed	Compliant	Notes	Action
C1	Does the Fund have a conflict of interest policy and procedure, which includes identifying, monitoring and managing potential conflicts of interest?	76	A conflicts of interest Policy for the Local Pension Board (LPB) was adopted at a Council meeting held on the 25 March 2015. This is available to view on Havering.gov pensions web pages.	Annual	31/12/2021	Fully completed	Fully compliant	published on the Havering Pensions Website: https://www.havering.gov.uk/info/20044/council_data_and_spending/222/pension_fund	
C2	Do pension board members have a clear understanding of their role, the circumstances in which they may have a conflict of interest and how to manage potential conflicts?	78	The LPB are aware of their roles and responsibilities and some of the LPB members have completed the TPR online toolkit module covering conflicts of interest.	Ongoing		In progress	Partially compliant		New members to complete training
C3	Have all Pension Board members provided appropriate information for the Administering Authority to determine whether a conflict exists (on appointment and from time to time)?	79	The Council maintain appropriate records of declared conflicts of interest and manage any potential conflicts to ensure they do not become actual or perceived conflicts of interest. Records will be lodged in advance of the Board Member's appointment and will be maintained by the Council's Monitoring Officer.	Ongoing		In progress	Partially compliant		New members to submit declaration of interests form
C4	Does the appointment process for pension board members require disclosure of interests and responsibilities which could become conflicts of interest?	80	There is a duty on all prospective Local Pension Board members to declare interests prior to their appointment to the Board. No declarations to have been received to date in the appointment process under any pension Fund requirement (this is looked at once appointed by way of the Council Code of Conduct declaration). Conflicts of interest is a standing item on all Board agendas	Ongoing		In progress	Partially compliant		New members to submit declaration of interests form
C5	Is the conflicts policy regularly reviewed?	76	There is an agreed and documented conflicts policy and procedure which includes identifying monitoring and managing potential conflicts of interest and keep under review from time to time.	As and when required		Fully completed	Fully compliant		
C6	Does the Fund have a conflicts register and it is circulated for ongoing review and published?	84	There is a conflicts register that covers all Councillors that is reviewed annually and published on the Havering Website. Declaration of interest is a standing item on the LPB agenda and when a conflict arises, this will be disclosed and recorded in a Pension Board conflicts register. There is no requirement for Board Members to publish their declarations of interest on the Council website			Fully completed	Fully compliant		
C7	Is appropriate information included in the register?	84	The Local Pension Board register is based on the Pensions Regulator template and has all required information	Annual	31/12/2021	Fully completed	Fully compliant		
C8	Is there a standing item on the agenda for declaring conflicts of interest?	85	There is a standing item on each LPB agenda	Ongoing		Fully completed	Fully compliant		
C9	Do those involved know how to report a conflict of interest?	78	There is an agreed and documented conflicts policy and procedure which includes identifying monitoring and managing potential conflicts of interest.	Ongoing		Fully completed	Fully compliant		
C10	Is the number of employer and member representatives on the board in line with legal requirements?	90	The board is made up of 3 member representatives and 3 employer representatives which meets the minimum legal requirements. As at January 2022 there is a vacancy for a scheme employer representative	Ongoing		Fully completed	Fully compliant	Positions are advertised as they become available.	

C11	Is the board made up of the appropriate mix of representatives in order to minimise potential conflicts?	91	The Board is made up of a suitable scheme representation and is lead by an independent Chairperson (as at January 2022 this position is vacant)	Ongoing		Fully completed	Fully compliant		Role of Independent Chair to be advertised
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D - Publishing information about schemes

Legal Requirements

The scheme manager for a public service scheme must publish information about the pension board for the scheme(s) and keep that information up-to-date.

TPR Code Ref 92

The information must include:

TPR Code Ref 93

- who the members of the pension board are
- representation on the board of members of the scheme(s), and
- the matters falling within the pension board's responsibility

No.	TPR Requirement	TPR Code Ref	London Borough of Havering Approach / Evidence	Frequency of Review	Last Review Date	Completed	Compliant	Notes	Action
D1	Does the Administering Authority publish information about the pension board?	95	The havering.gov website provides information relating the LPB Members	As and when required but at least annually	31/08/2022	Fully completed	Fully compliant	Information is published on either the Havering pension page or the democracy page of the havering.gov.uk website	
D2	Does the Administering Authority publish other useful related information about the pension board?	96	The Havering website provides the names, contact details and biographies of the LPB Members. The website includes information regarding the roles and responsibilities of both scheme member and scheme employer roles and the terms of reference. The appointment process is not currently on the website, however adverts for new representatives are uploaded onto the site when applicable which give the required information.	As and when required but at least annually	31/01/2022	In progress	Partially compliant	Information is published on either the Havering pension page or the democracy page of the havering.gov.uk website	Biographies required for new Board members
D3	Is all the information about the Pension Board kept up to date?	98	All the information currently held on the website is up to date.	As and when required but at least annually	31/01/2022	Fully completed	Fully compliant	Information is published on either the Havering pension page or the democracy page of the havering.gov.uk website	
D4	Does the Administering Authority publish information about pension board business?	97	All papers are public and published on the democracy pages of the Havering website, however some items may be restricted.	As and when required		Fully completed	Fully compliant		

Data Improvement Plan - London Borough of Havering Pension Fund

Activity	Action	Owner	Priority	Timescale	Outcome/Objectives	Progress	Comments
Data Improvement Plan implementation	Agree LPP input into Data Improvement plan	Havering Contract Manager	1	Jul-21	LPPA agree to support the plan	LBH/LPPA met 02/07/2021	LPPA Agreement received
	Obtain Board and Committee approval to implement the plan	Havering Contract Manager	1	Sep-21	Board sign off and Committee agree the plan		Plan approved by Committee 14/09/2021
Year end							
Activities associated with annual "year-end" processing, to ensure the Fund is "data ready" for the formal valuation exercise, annual benefit production and issue of pension savings statements	Liaise with participating employers to confirm year-end data requirements	LPPA	1	Feb-22	All employers receive bespoke EOY template and have access to Your Fund		Templates provided in March 2022
	Identify any specific employer training that may be required	LPPA and Havering PF	1	Feb-22	Training given where required		No training requests made
	Provide training to participating employers where necessary	LPPA and Havering PF	1	Mar-22	Employers confirm they understand their data responsibilities and the data requirements of the Fund		
	Ensure all year-end posting is carried out in administration system	LPPA	1	Jul-22	Year end posting is complete and update provided to Havering PF		Data processing completed
	Run year-end validations through administration system	LPPA	1	Jul-22	Validation work completed and update provided to Havering PF	452 outstanding EoY cases to clear across whole fund	
	Clear errors - liaising directly with participating employers where necessary	LPPA	1	Jul-22	Errors cleared and update provided to Havering PF		All critical valuation errors cleared
	Report progress to Pension Board	Havering Contract Manager			Progress to be reported at each relevant meeting		
Education							
Ensure employers are aware of their responsibilities as scheme employers	Identify training issues required by participating employers	LPPA	1	Ongoing	Employer training plan put in place		All training is communicated via email and advertised on www.lppapensions.co.uk
	Ensure delivery of training, where required	LPPA and Havering PF	1	As and when required	Complete work as noted in 'action' comments		Training is noted in quarterly performance reports and monitored by Havering PF
Report progress to Pension Board	Havering Contract Manager			Progress to be reported at each relevant meeting			
Annual Data Audit							
Regular activities available to ensure quality and timeliness of data received in relation to scheme members from external agencies and sources	Report on new Target Address Tracing	LPPA	3	Mar-22	Receive assurances from LPPA that the service received is effective and value for money		
	Undertake regular checks to ensure all contact details are present and correct: address, email and telephone number and update as required	LPPA	3	Oct-21	Work completed and update provided to Havering PF as part of quarterly reporting		
	Ensure appropriate use of the LGPS "NI Database" to ensure correct payment of death grants	LPPA	1	Oct-21	Assurances provided by LPPA		Check is noted on each case within the case management system
	Routinely check the NI Database as part of day-to-day administration and action as appropriate	LPPA	3	Mar-22	Assurances provided by LPPA	Discussions are ongoing to ensure effective use of the database	
	Ensure appropriate use of the DWP "Tell us Once" service, to ensure timely notification of scheme member deaths, where appropriate	LPPA	1	Oct-22	Assurances provided by LPPA		Monitored daily and cases created on the case management system
	Undertake regular data mortality screening against the national death register as administered by the General Register Office + take action where unreported deaths are identified	LPPA and Havering PF	1	Mar-22	Complete work as noted in 'action' comments		
Report progress to Pension Board	Havering Contract Manager			Progress to be reported at each relevant meeting			
Data Accuracy							
Regular run of data through Fund Actuary's "Data Portal" as a means of checking accuracy of member data - part of regular inter-valuation data monitoring	Arrange for running of valuation extracts from administration system	LPPA	2	Aug-21	Complete work as noted in 'action' comments		
	Upload on to Data Portal	LPPA and Havering PF	2	Aug-21	Complete work as noted in 'action' comments		
	Analyse critical errors and warnings + undertake data correction activities in administration system where required	LPPA and Havering PF	2	Aug-21	Complete work as noted in 'action' comments		
	Re-run reports and upload to Data Portal to confirm corrections	LPPA and Havering PF	2	Aug-21	Complete work as noted in 'action' comments		
	Perform a Payroll to Altair comparison for Pensioner/Dependant members and review mismatches	LPPA and Havering PF	3	Dec-21	Pension payments within Altair and Fusion match to within an agreed tolerance limit		
	Report progress to Pension Board	Havering Contract Manager			Progress to be reported at each relevant meeting		
Employer engagement							
Actions to link data held by Fund with that of participating scheme employers	Ensuring monthly employee and employer contribution returns are received within required timescales	Havering PF	1	ongoing monthly	Monthly monitoring task	Some issues with the receipt of monthly schedules to be escalated. All payments received on time	
	Issuing reminders to those employers who miss deadlines	Havering PF	1	ongoing monthly	Monthly monitoring task	As above	
	Escalating persistent offenders to the Administering Authority and seeking to resolve persistent failure, utilising legal services where required	Havering PF	1	ongoing monthly	Escalated cases are progressed and actively monitored. Outcome is high engagement with Scheme employer	As above	
	Undertake monthly reconciliation of employee and employer contributions and the supporting member summaries provided by each employer	Havering PF	1	ongoing monthly	Monthly monitoring task	Reconciliation takes place but process needed where queries arise	
	Put in place a communications plan for regular contact with scheme employers	LPPA and Havering PF	2	Mar-22	All employers receive regular news updates and training opportunities		
	Report progress to Pension Board	Havering Contract Manager			Progress to be reported at each relevant meeting		
Continual development of technology							
Objectives to ensure where technology is used it assists in the delivery of consistent and accurate member data	Continue to seek opportunities to develop appropriate technology to improve member data quality standards	LPPA and Havering PF	1	Sep-22	Technology is used to advance, improve and better member data quality	Go live on UPM is now November 2022	
	Streamline operational processing participating employer and administration activities	LPPA and Havering PF	1	Sep-22	Complete work as noted in 'action' comments		
	Implement full monthly reporting on UPM	LPPA and Havering PF	1	Sep-22	Complete work as noted in 'action' comments		

	Report progress to Pension Board	Having Contract Manager			Progress to be reported at each relevant meeting		
TPR data scoring							
Undertaking regular data scoring exercise as part of TPR annual reporting exercise	Review scores provided within the LPPA quarterly performance report	Having PF	2	Oct-21	Complete work as noted in 'action' comments		
	Agree plan for tackling any gaps/errors/inconsistencies uncovered	LPPA and Having PF	2	Dec-21	Complete work as noted in 'action' comments		
	Undertake data correction and report progress	LPPA	2	Mar-22	Receive assurances from LPPA that action has been taken		
	Report progress to Pension Board	Having Contract Manager			Progress to be reported at each relevant meeting		
Website							
Undertake a review of Fund website - to ensure content is appropriate for needs of members and their beneficiaries	Review site content for both Having Pensions and LPPA Pensions websites	Having PF	1	Dec-21	Complete work as noted in 'action' comments		The new pensions web page is now in place on the Having.gov.website
	Update Having Pensions website content where required	Having PF	1	Apr-21	Complete work as noted in 'action' comments		
	Ensure all relevant documents are published to the Having Pensions website	Having PF	1	Apr-21	Complete work as noted in 'action' comments		
	Report progress to Pension Board	Having Contract Manager			Progress to be reported at each relevant meeting		

Pensions Communications Campaign

Background

Following a review by the Pensions Regulator, outsourcing of the pensions administration function and feedback from stakeholders, it has become apparent that we need to raise awareness of pensions and the tools available to members.

Aims

- To encourage all pension scheme members to sign up for My Pension Online - Member Self-Service
- To ensure staff are aware of the pension website and the information that is available
- To ensure staff are aware of the correct contact details for pension related queries
- To manage the expectations of scheme members and their managers for pension matters
- To encourage engagement with scheme employers

Item	Medium	Audience	Frequency	When
MPO - Member Self Service	LBH Pop Ups	LBH Corporate Staff		
	Core Brief			
	Intranet Page			
	Global News			
	Leaflet	Satelite Offices		
	Leaflet	School Staff		
	Employer Email	Academies		
	Employer Email	Admitted Bodies		
Expression of Wish forms	LBH Pop Ups	LBH Corporate Staff		
	Core Brief			
	Intranet Page			
	Global News			
	Leaflet	Satelite Offices		
	Leaflet	School Staff		

	Employer Email	Academies		
	SBN Meeting			
	Employer Email	Admitted Bodies		
Pensions Website	LBH Pop Ups	LBH Corporate Staff		
	Core Brief			
	Intranet Page			
	Global News			
	Leaflet	Satelite Offices		
	Leaflet	School Staff		
	Employer Email	Academies		
	Employer Email	Admitted Bodies		
LPP Contact Details	LBH Pop Ups	LBH Corporate Staff		
	Core Brief			
	Intranet Page			
	Global News			
	Leaflet	Satelite Offices		
	Leaflet	School Staff		
	Employer Email	Academies		
	Employer Email	Admitted Bodies		
Retirement Process	Global News	LBH Corporate Staff		
	Pensions Website (Factsheet)	All Staff		
	Intranet (link to Factsheet)	LBH Corporate Staff		
	Email (Factsheet)	External employees		
	Email (Factsheet)	School Staff		
	Factsheet	Satelite Offices		
Ad Hoc Pension Sessions				
Pension Roadshows				
School Business Managers Network				

LOCAL PENSION BOARD

END OF YEAR REPORT 2021/22

Local Government Pension Scheme Governance Regulations 2015 section 106(9) states that the expenses of a Local Pension Board (LPB) are to be regarded as part of the costs of administration of the fund held by the administering authority.

Guidance issued in January 2015 suggested that it is appropriate for the LPB to be given adequate resources to fulfil its task.

Terms of reference adopted by Governance Committee on the 11 March 2015 and then the Council meeting on the 25 March 2015 also states that the LPB is to be provided with adequate resources to fulfil its role.

The estimated budget agreed by the Administering Authority's Statutory Section 151 officer and costs incurred for 2021/22 are shown in the following table:

Description	2019/20 Actual £	2020/21 Actual £	2021/22 Estimate £	2021/22 Actual £	2022/23 Estimate £	2022/23 Actual £
Members Allowance & Travelling	946	391	3,000	2,665	3,000	0
Support Services – Internal Recharge	640	360	1,000	725	1,000	0
Printing, Stationary & Office Expenses	0	0	3,400	0	3,400	0
Communication & Computing	0	0	500	0	500	0
Professional Advice	0	0	10,000	0	10,000	0
*Training & Development	295	325	10,000	0	10,000	0
Total	1,881	1,076	27,900	3,390	27,900	0

*Training costs of £10,000 is to be shared with the Pensions Committee to keep officer time and training costs to a minimum. The amounts shown above represent the LPB share of the costs.

Budgets have been set to cover a four year period to reflect the period of term that the LPB appointees will serve

2021/2022 is the seventh operational year of the LPB. The LPB is accountable to the Administering Authority and approval of budget has been agreed by the Section 151 officer for the period 2019 to 2023. The cost for the LPB is met from the Havering Pension Fund and approved by the Administering Authority's Statutory Section 151 Officer.

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Pension Fund Risk Register

Havering

September 2021

Post LPB 28.09.21

Pension Fund Risk Register oneSource – Havering Risk Register Amendment

Generic Pension Fund Risk Register

The pension fund uses a 4 x 6 matrix to plot risk likelihood and impact and has set its risk appetite. The Risk Likelihood/Impact score shows in the column “Risk Likelihood/Impact Prior to controls” and the column “Risk Likelihood/Impact Post Controls”. The green shaded area on the matrix shows the risks where there is good control and the Council is comfortable with the risk. Risks in the amber and red zones are those over which closer control is needed.

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Likelihood	A				
	B				
	C				
	D				
	E				
	F				
		4	3	2	1
	Impact				

Risk Likelihood

- F = Very Unlikely
- E = Unlikely
- D = Possible
- C = Likely
- B = Very likely
- A = Certainty

Risk Impact

- 4 = Negligible
- 3 = Moderate
- 2 = Serious
- 1 = Major

Pension Fund Risk Register oneSource – Havering Risk Register Amendment

Risk No.	Risk Owner	Details of Risk	Consequences (Effect) of not addressing the risk	Risk Likelihood/ Impact prior to Controls	Controls/Mitigations	Risk Likelihood/ Impact post Controls	Actions/ Recommendations	Review of Actions taken to date and further actions identified
<p>RISK TITLE No 6. Risk of failure to on board or exit employers/members effectively</p>								
<p>Upper Level for All Risks S151 Officer/Director of Exchequer and Transactional Services</p>								
<p>6.4</p> <p align="center" style="writing-mode: vertical-rl; transform: rotate(180deg);">Page 51</p>	<p>PFM/CMO</p>	<p>Government white paper on academies, which sets out that it wants all LEA's to convert to academy status within the next 8 years.</p>	<p>There are 42 schools currently with the LEA that may need to convert, which could impact existing resources to onboard and administer.</p>	<p>D/3</p>	<p>Once legislative requirements are confirmed, the Fund will establish an appropriate plan for implementation</p>	<p>D/3</p>	<p>To monitor development of Government plans</p>	

Pension Fund Risk Register oneSource – Havering Risk Register Amendment

CMO	Contract Monitoring Officer - Caroline Berry
CIPFA	Chartered Institute of Public Finance and Accountancy
DLUHC	Department for Levelling UP, Housing & Communities
DWP	Department for Work and Pensions
GAD	Government Actuary's Department
ICT	Information and Communications Technology
LCIV	London Collective Investment Vehicle
LGPS	Local Government Pension Scheme
LPB	Local Pension Board
LPPA	Local Pensions Partnership Administration
MHCLG	Ministry of Housing, Communities and Local Government
PFM	Pension Fund Manager – Finance – Debbie Ford
SAB	Scheme Advisory Board
SLA	Service Level Agreement
TFSD	Task Force on Climate-related Financial Disclosures
tPR	The Pensions Regulator