



Haverling

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

LOCAL PENSION BOARD AGENDA

4.00 pm

**Tuesday
8 April 2025**

Microsoft Teams

Members 7: Quorum 3

Jonathan Bunt, Independent (Chairman)
Mark Holder, Scheme Member Representative
Yasmin Ramjohn, Scheme Member Representative
Joanne Sladden, Scheme Employer Representative
Dionne Corrodus-Weekes, Scheme Member Representative
Andrew Frater, Scheme Employer Representative
Clea Holmes, 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 (Pages 3 - 8)

To approve as correct the minutes of the meeting held on 17th September 2024 and 3rd December 2024 and authorise the Chair to sign them.

5 TO RECEIVE FEEDBACK FROM RECENT MEETINGS OF THE PENSIONS COMMITTEE (Pages 9 - 24)

6 PENSIONS ADMINISTRATION UPDATE (Pages 25 - 74)

7 PENSIONS ADMINISTRATION BUDGET UPDATE (Pages 75 - 86)

8 PENSIONS FUND COMMUNICATIONS PLAN (Pages 87 - 98)

9 PENSIONS PAPERS REVIEW (Pages 99 - 110)

10 TRAINING UPDATE (Pages 111 - 116)

11 RISK REGISTER

Zena Smith
Head of Committee and Election Services

Public Document Pack Agenda Item 4

**MINUTES OF THE MEETING OF THE
LOCAL PENSION BOARD
Microsoft Teams
17 September 2024 (4.02 - 6.17 pm)**

Present:

Jonathan Bunt (Independent) (Chairman), Clea Holmes (Scheme Employer Representative), Mark Holder (Scheme Member Representative), Yasmin Ramjohn (Scheme Member Representative), Joanne Sladden (Scheme Employer Representative) and Dionne Weekes (Scheme Member Representative)

213 CHAIR'S ANNOUNCEMENTS

The Chairman reminded Members of the actions to be taken if they were to be disconnected from the call.

The Chairman also announced that items 6 & 8 of the agenda would be merged.

214 APOLOGIES FOR ABSENCE

Apologies were received from Andrew Frater (Scheme Employer Representative).

215 DISCLOSURE OF INTEREST

There were no disclosures of interests.

216 MINUTES OF THE MEETING

The minutes of the previous meeting held on 4th June 2024 were agreed as a correct record.

217 TO RECEIVE FEEDBACK FROM RECENT MEETINGS OF THE PENSIONS COMMITTEE

This item was merged with agenda item 8.

218 PENSIONS ADMINISTRATION & LEGISLATION UPDATE

The Board was presented with the Pensions Administration and Legislation Update presented by LPPA.

Members noted there had been an increase in membership forms due to the increase of new starters which contradicted the employment freeze to which LPPA agreed to investigate this further and report back with their findings.

Members questioned how the end to end experience is for users of the dashboard to which LPPA would also report back on their findings.

Members noted the high dissatisfaction rate of 50% in the first quarter. LPPA responded that the scores related only to the contact centre and from only Havering members. It was noted that any positive feedback is passed onto the call handler and the satisfaction scores were trending upwards in line with other LPPA clients and LPPA will bring back a comparison of satisfaction scores to a future meeting.

The Board noted the report.

219 **COMMUNICATIONS PLAN UPDATE**

The Board were presented with the Communications Plan Update.

It was explained that this report was a follow up report as the document is live and subject to change. It was noted that both Havering and LPPA send out communications and were due to release another set of comms regarding expression of wish and Pension Point. Members also noted that comms are planned to be sent to employers and members once a month but due to back office pressures in improving the comms being sent out.

The Board noted the report.

220 **PENSIONS COMMITTEE PAPER REVIEW**

The Board was presented with updates from the previous Pensions Committee meeting.

Officers explained that the comments from the LPB with regards to how information was presented in certain reports had been taken on board and members were pleased to hear this. Officers then explained that the fund had increased in value and outlined the work programme for the upcoming meetings.

The Board noted the report.

221 **POLICY REVIEWS UPDATE**

The Board was presented with all proposed policy changes that had would be presented to the Pensions Committee in November 2024.

Officers explained the policies were largely unchanged but the layouts had been simplified.

Board members proposed the below changes:

- Remove the term 'whistleblowing'
- Reword the final sentence

- Proof read the document further for any other grammatical errors

Officers explained that a further 2 policies would be circulated to Board members before being presented to the Committee and the Board's annual report would be circulated before the publication deadline of 1st December 2024.

222 TRAINING UPDATE REPORT

Officers requested for members to complete all LOLA v2 training modules to allow officers to formalise additional training where it may be needed.

223 AGM UPDATE

Members noted the Clerk would circulate provisional dates for the AGM and formalise a date on a majority basis.

Chairman

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**MINUTES OF THE MEETING OF THE
LOCAL PENSION BOARD
Microsoft Teams
3 December 2024 (4.00 - 6.04 pm)**

Present:

Jonathan Bunt (Independent) (Chairman), Andrew Frater (Scheme Employer Representative), Clea Holmes (Scheme Employer Representative), Mark Holder (Scheme Member Representative), Yasmin Ramjohn (Scheme Member Representative) and Joanne Sladden (Scheme Employer Representative)

224 CHAIR'S ANNOUNCEMENTS

The Chairman reminded members of the actions to be taken if they were to be disconnected from the call.

225 APOLOGIES FOR ABSENCE

There were no apologies for absence.

226 DISCLOSURE OF INTEREST

There were no disclosures of interests.

227 TO RECEIVE FEEDBACK FROM RECENT MEETINGS OF THE PENSIONS COMMITTEE

The Chairman explained that due to staff absences, the minutes of the previous Board and Committee meetings were not available and would be provided at the next meeting.

Officers explained there had been 2 Committee meetings which covered a range of reports including a presentation from Legal & General and GAD flags.

This was noted by the Board.

228 PENSIONS ADMINISTRATION AND LEGISLATION UPDATE

The Board was presented with the Pensions Administration and Legislation update.

Members noted discussions had been had regarding SLAs and how they were to be reported; officers explained LPPA would look into it and report back in a year. Officers then explained that the current focus was on retirements and bereavements as they were still falling short.

LPPA then updated the Board on a variety of areas including; the correlation between timeliness of retirement and the payment being paid to the retiree within 30 days if notified on time, call centre wait times now better than the target, Havering's satisfaction rates being lower than the LPPA average, ongoing complaints and the general Q2 update.

The Board noted the report.

229 TRAINING UPDATE

Officers explained the importance of completing the LOLA v2 modules to members and asked for them to be completed.

230 RISK REGISTER UPDATE

The Board was presented with the Risk Register.

Officers explained that the Pensions Committee had requested for the register to determine risk appetite and to have an independent review of the officer scoring. The Committee asked for the Board to focus on operational risks to which the Board disagreed and would gain written clarity from the Council's Section 151 Officer.

The Board noted the report.

Chairman

Public Document Pack Agenda Item 5

**MINUTES OF A MEETING OF THE
PENSIONS COMMITTEE
Council Chamber - Town Hall
1 October 2024 (7.00 - 8.57 pm)**

Present:

COUNCILLORS

Conservative Group Viddy Persaud

Havering Residents' Group Jacqueline Williams and Stephanie Nunn (Vice-Chair)

10 APOLOGIES FOR ABSENCE AND ANNOUNCEMENT OF SUBSTITUTE MEMBERS

Apologies were received from Councillors Mandy Anderson, Joshua Chapman and James Glass

11 DISCLOSURE OF INTERESTS

There were no disclosures of interests.

12 MINUTES OF THE MEETING

The minutes of the previous meeting held on 25th June 2024 were agreed as a correct record and signed by the Chairman.

13 EXCLUSION OF THE PUBLIC

To Committee **agreed** the public should be excluded from the relevant sections of the meeting on the grounds that it is likely that, in view of the nature of the business to be transacted or the nature of the proceedings, if members of the public were present during those items there would be disclosure to them of exempt information within the meaning of paragraph 3 of Schedule 12A to the Local Government Act 1972; and, if it is decided to exclude the public on those grounds, the Committee to resolve accordingly on the motion of the Chairman.

14 PENSION FUND PERFORMANCE MONITORING FOR THE QUARTER ENDED JUNE 2024

The Committee were presented with the Pension Fund Performance Monitoring for the quarter ending 30 June 2024.

The Committee went into an exempt session to receive a presentation from one of the Fund Managers.

Following the exempt session, Members noted the fund was valued at £997million with the UK and EU reporting economic growth. Members noted the US's inflation had fallen but the EU's had risen. The technology sector returned levels of 9.5% which had in turned caused the London CIV Global Alpha Paris Aligned Fund to struggle to keep pace with the market over the quarter as it had been underweighted in technology investment.

Officers explained a review would be undertaken in March 2025 to show the full evaluation of the fund.

The Committee:

- 1) **Considered** Hymans Market Background, Strategic Overview and Manager Performance Report (Appendix A)
- 2) **Considered** Hymans Performance Report and views (Appendix B **Exempt**)
- 3) **Received** presentation from the Funds Passive Equity Manager (Legal and General Asset Management) for an overview on the fund's performance (Appendix C – **Exempt**)
- 4) **Considered** the quarterly reports sent electronically, provided by each fund manager.
- 5) **Noted** the analysis of the cash balances.

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

The Committee was presented with a Public Service Pension Act Section 13 report.

Members noted there were no concerns over the whole LGPS. Officers explained there were no red or amber flags regarding solvency as of 2022 with assets at £379b. Long-term cost efficiency had amber flags raised by GAD against 3 funds – 2 funds raised concerns on their deficit recovery periods with the other fund raising concerns over their employer contribution rates having decreased at the same rate as the period of deficit recovering being extended.

Members were displeased to hear Havering's funding level was at 98% which ranked 81st out of 87 funds in performance and ranked 65th and 66th out of 87 funds respectively for required return (3.7%) and return scope (1.1%).

The Committee **noted** the report and appendices.

Chairman

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A
of the Local Government Act 1972.

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MINUTES OF A MEETING OF THE PENSIONS COMMITTEE Council Chamber - Town Hall 5 November 2024

Present:

COUNCILLORS

Conservative Group Viddy Persaud

Havering Residents' Group James Glass, Jacqueline Williams and Robby Misir

Labour Group Mandy Anderson (Chairman)

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

Apologies were received for the absence of Councillor Joshua Chapman and Councillor Nunn. Cllr Nunn was substituted by Councillor Robby Misir.

17 **DISCLOSURE OF INTERESTS**

There were no declarations of interest.

18 **MINUTES OF THE MEETING**

The minutes of the meeting 1 October 2024 were accepted as a true and accurate record and signed by the Chairman.

19 **PENSION FUND ANNUAL REPORT - YEAR ENDING 31 MARCH 2024**

The Committee were presented with the Pension Fund Annual Report 2023/24 which has been prepared in accordance with Regulation 57 of the Local Government Pension Scheme Regulations 2013.

Members noted that the annual report has been prepared in accordance with the new guidance issued by Scheme Advisory Board (SAB), including the new provision to incorporate hyperlinks to the Fund's Funding Strategy Statement, Investment Strategy Statement, Governance Compliance Statement and Communication Strategy.

It was stated that at the time of writing the report the 2023/24 Pension Fund Annual Report is still subject to audit by the external auditors Ernst & Young as part of the overall audit of the Council's accounts. Therefore, in order to meet the 1 December statutory publication, the annual report will be published as unaudited.

The Committee:

1. **Agreed** the Draft 2023/24 Pension Fund Annual Report attached as Appendix A to the report
2. **Noted** the compliance checklist attached as Appendix B to the report.
3. **Agreed** that the Pension Fund Annual Report will be published electronically.
4. **Agreed** that the Chair and the Statutory Section 151 officer be authorised to conclude the final version and sign so far as necessary, the annual report.

20 **INVESTMENT CONSULTANCY SERVICES PERFORMANCE REVIEW - 1 OCTOBER 2023 TO 30 SEPTEMBER 2024**

The Committee was presented with the review performance of the Investment Consultant for the period 1 October 2023 to 30 September 2024. It was stated that Hymans have provided investment advice to the Fund since April 2006. The core services provided by Hymans includes: production of quarterly monitoring performance reports, attendance of at least four Pension Committee meetings, provision of investment advice and performance monitoring of the Fund's investment managers.

Members noted that the service review had been undertaken by Hymans in accordance to the core strategic objectives and the performance is measured against them.

At its meeting with Hymans, Officers discussed and agreed areas of improvement.

Members and Officers concluded that they are satisfied with Hymans service and have continued confidence in the advice being given to the council.

The Committee:

1. **Agreed** no changes to the current objectives
2. **Noted** the views of officers on the performance of the Investment Consultant (Hymans) against the strategic objectives and make any comment on the report which it considers appropriate.
3. **Agreed** for Officers to commence tendering for a new Investment Consultancy service contract to start from 1 April 2026 and to join the LGPS National Framework for Investment Management Consultancy Services at a cost of £5,000.

4. **Agreed** to hold the service provider selection interviews with the Committee as part of the further competition process.

21 **PENSION FUND ACTUARIAL SERVICES PERFORMANCE REVIEW - 1 OCTOBER 2023 TO 30 SEPTEMBER 2024**

The Committee received a report that reviewed the service and performance of the Havering Pension Fund's Actuary from the 1 October 2023 – 30 September 2024.

The report also sought authorisation to procure Actuarial Services to the Pension Fund using the National Local Government Pension Scheme (LGPS) Frameworks.

Members authorisation was also being sought to award an extension to the existing contract until June 2026.

Members were advised that Hymans have been the Fund's Actuaries since April 2010. They have delivered a diverse range of advice and assistance to the Fund over the period. All relevant services required during the period 1 October 2023 – 30 September 2024 were delivered in both a timely manner and to a high quality.

Members noted that Hymans continually provides timely briefings on changes to legislation, government consultations, and periodic LGPS updates. These are all welcomed, viewed as excellent, and give Pension Fund Officers a steer on issues arising and also share responses to Government consultations.

The Committee:

- a) **Noted** the performance of the Fund's Actuary during the period 1 October 2023 to 30 September 2024.
- b) **Approved** an extension to the existing Actuarial Services contract with Hymans Robertson from 16 July 2025 to 30 June 2026 at the estimated cost of £70,000.
- c) **Noted** to enter into an Access Agreement to join the new National Framework for Actuarial, Benefits and Governance Consultancy Services Framework once live, at the estimated cost of £3000.
- d) **Agreed** to the commencement of tendering for a new Actuarial Services contract off the new National Framework for Actuarial, Benefits and Governance Consultancy Services Framework at for a period of 10 years from July 2026 at the estimated cost of £1m.
- e) **Delegated** to the Statutory Section 151 officer authority to award the Actuarial Services Contract at the completion of the procurement exercise.

22 **PENSION FUND RISK REGISTER - UPDATED NOVEMBER 2024**

The Committee was presented the latest version of the Havering Pension Fund Risk Register which details the potential risks the Fund is exposed to, that the Pensions Committee should be aware of, and the controls in place to manage those risks.

Member were advised that the risk register is a live document and all risks are reviewed continually to ensure that they remain relevant and that the controls are in place to manage risks where feasible.

Members were requested to consider whether the current statement on the Risk Register highlighted on the matrix as good control and the Council is comfortable with the risk” should be retained or whether they wish to set an alternative target.

The Committee was informed that the Risk Register is currently being integrated with the Council’s Risk management system managed by Internal Audit. It was stated that that this will provide an oversight of scores as determined by officers.

The Committee:

1. **Approved** the updated Pension Fund Risk Register November 2024.
2. **Considered** and **agreed** to retain, amend or revise the post mitigation risk target.

23 **REVIEW OF GOVERNANCE COMPLIANCE STATEMENT**

The Committee was presented the Governance Compliance Review Statement received a report that reviewed the service and performance of the Havering Pension Fund’s Actuary from the 1 October 2023 – 30 September 2024.

Members were advised the council, as an administering authority, has a duty to keep the Governance Compliance Statement under review and make revisions as appropriate. It also must publish a report outlining the extent of compliance against a set of best practice principles.

The Committee **considered** and **agreed** any issues as needing to be amended in the Governance Compliance Statement.

Members **approved** the amendments to the Governance Compliance statement.

24 **REVIEW OF THE COMMUNICATIONS POLICY**

The Committee was presented with the Havering Pension Fund Communications Policy 2024-2027. The Policy considers key

communications with stakeholders, the method and frequency of the communications.

Members were advised that the key objectives of the Policy are to communicate in the most appropriate medium for the audience, educate the various stakeholders of the benefits of the LGPS and to improve the service that Pension Fund members receive.

It was stated that the policy also aims to better utilise modern media that is cost effective and efficient, placing a greater emphasis on the use of the pension websites, including the PensionPoint self-service facility and Civica's Universal Pensions Management System which is the Local Pensions Partnership Administration's secure portal for employers.

It was explained that the Pension Team ensure the policy requirements are met through the use of an annual communication plan for members, also covering perspective members, and scheme employers. The plan is presented to the Local Pensions Board twice a year to provide an oversight and enable them to monitor progress. A summary of the key actions is included in the Pension Fund Annual Report.

It was stated that the policy content remains unchanged from the previous version.

The Committee **approved** the Pension Fund Communications Policy for the three year period to November 2027.

25 **REVIEW OF THE OVERPAYMENT OF PENSIONS POLICY**

The Committee were presented with a report on the Review of the policy for the overpayment of pensions following the death of a pensioner or dependant member.

It was stated that the policy was introduced in March 2019 enabling overpayments of pension of less than £250 net following the death of a pensioner or dependant member, where there was no ongoing dependant pension payable, to be automatically written off.

This ensures that any overpayments are treated in a fair and equitable manner and will prevent the administration team seeking individual write off approvals. It was agreed that the policy would be reviewed annually.

Members were advised that during 2023/24 the overpayments written off in line with the policy totalled £1,529.98, which falls within the expected maximum of £5,000.

It was explained that from 2024, it is recommended the policy be reviewed every three years in line with other administration policies.

The Committee **agreed**:

- the continuation of the Policy for the overpayment of pension following the death of a pensioner or dependant member
- the policy be implemented for a three year period and next reviewed in 2027 in line with other administration policies

26 INTRODUCTION OF THE BREACHES OF THE LAW POLICY

The Committee were presented with a report on the Introduction of the Policy for Reporting Breaches of the Law.

Members noted that following the introduction of the Pensions Regulators (tPR) new General (Single) Code of Practice for Occupational Pension Schemes, the London Borough of Havering Pension Fund is required to implement a policy for reporting breaches of the law. The new policy will become effective from 1 April 2025.

Members were advised that the policy ensures clear direction for the identification, recording and reporting of a breach of the law.

It was noted that the report also presented the annual review for the year to 31 March 2024 and confirms no material breaches of the law have been reported and consequently no reports to tPR have been made.

The Committee agreed to:

- approve the policy for reporting breaches of the law
- note there have been no reportable breaches for the 12 month period to March 2024

Chairman

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**MINUTES OF A MEETING OF THE
PENSIONS COMMITTEE
Council Chamber - Town Hall
10 December 2024 (7.01 - 9.18 pm)**

Present:

COUNCILLORS

Conservative Group Joshua Chapman and Viddy Persaud

**Havering Residents'
Group** Jacqueline Williams

Labour Group Mandy Anderson (Chairman)

1 APOLOGIES FOR ABSENCE AND ANNOUNCEMENT OF SUBSTITUTE MEMBERS

Apologies were received for the absence of Councillors James Glass and Stephanie Nunn.

2 DISCLOSURE OF INTERESTS

There were no disclosures of interests.

3 MINUTES OF THE MEETING

The minutes of the previous meeting would be presented at the next Pensions Committee meeting.

4 EXCLUSION OF THE PUBLIC

The Committee **agreed** the public should be excluded from all relevant parts of the meeting on the grounds that it is likely that, in view of the nature of the business to be transacted or the nature of the proceedings, if members of the public were present during those items there would be disclosure to them of exempt information within the meaning of paragraph 3 of Schedule 12A to the Local Government Act 1972.

5 **PENSION FUND PERFORMANCE MONITORING FOR THE QUARTER ENDED SEPT 2024**

The Committee was presented with the Pension Fund Performance Monitoring report for quarter ending 30th September 2024.

It was noted that inflation had started to fall which in turn allowed interest rates to be cut whilst the equity rate was increasing.

The Committee then went into an exempt session to receive a presentation from a Fund manager.

Following the exempt session, Members noted the fund was valued over £1billion and will move to a cash flow negative position in the future. Officers then explained the LGPS update which included the 'Fit for Future' consultation which was due to end on 16th January 2025 and covered 3 areas; Pooling, Local Investment and Good Governance.

It was proposed by Officers that the training for Committee Members is made mandatory to bring it in line with the Local Pension Board which was agreed.

The Committee:

- 1) **Considered** Hymans Market Background, Strategic Overview and Manager Performance Report (Appendix A)
- 2) **Considered** Hymans Performance Report and views (Appendix B **Exempt**)
- 3) **Received** presentation from the Funds UK Property Manager (UBS) for an overview on the fund's performance (Appendix C – **Exempt**)
- 4) **Considered** the quarterly reports sent electronically, provided by each fund manager.
- 5) **Noted** the analysis of the cash balances.

6 **TASKFORCE FOR CLIMATE-RELATED FINANCIAL DISCLOSURES**

The Committee were presented with a report on the Taskforce for Climate-Related Financial Disclosures (TCFD) for the year ended 31 March 2024.

Members noted the Carbon net zero ambition and the outlined TCFD. Officers outlined the governance, strategy and metrics involved with the taskforce.

The Committee **agreed** the 31st March 2024 TCFD report.

7 INVESTMENT STRATEGY UPDATE - EQUITY PORTFOLIO REVIEW

The Committee received a report on the Investment Strategy Equity Portfolio Review.

Officers explained the proposed changes would not affect the 40% allocation but would, however, affect 5 other areas. Officers explained they were content with where the equity allocation was but proposed to switch from the LCIV GAGPA to the LGIM Future World Fund as it would bring more balance to the equity allocation.

The Committee:

- 1) **Agreed** to reduce the allocation to the London Collective Investment Vehicle Global Alpha Growth Paris Aligned (LCIV GAGPA) Fund from 15% to 12.5%
- 2) **Agreed** to increase the allocation to the Legal & General Investment Management (LGIM) Future World Fund from 10% to 12.5%

8 SERVICE REVIEW OF THE PENSION FUND CUSTODIAL & PERFORMANCE MONITORING SERVICE

The Committee were presented with the Service Review Report of the Pension Fund Custodial & Performance Monitoring Service during the period of 1st October 2023 to 30th September 2024.

Members noted the review was of the services provided by Northern Trust. Officers expressed they were satisfied with their performance. The report was more in-depth and allowed for more confidence for the Committee that the assurance was correct and as up to date as possible. The Committee noted the contract was due to end in September 2026.

The Committee:

- 1) **Noted** the views of officers on the performance of the Custodian and Performance Measurement Service (Table 1 and Section 2 refers).
- 2) **Agreed** to the commencement of tendering for a new Custodial Services contract using the new 'National Framework for Global Custody Services' for a period of 10 years from October 2026 at the estimated cost of £650k-£700k over the full contract period.
- 3) **Agreed** to enter into an Access Agreement to join the new National Framework for Global Custody Services Framework once refreshed, at the estimated cost of £8,000.00.

9 THE HAVERING PENSION FUND PENSIONS ADMINISTRATION STRATEGY AND CHARGING POLICY

The Committee received the Pension Fund Pensions Administration Strategy and Charging Policy.

Officers explained they were asking the Committee to agree to extend both policies by a maximum of 3 years. Members noted the policies had been presented to the Local Pension Board and employers. Officers explained the start date would be amended to be in-line with the start of the financial year.

The Committee:

- 1) **Approved** the Pensions Administration Strategy for a further 3 year period, or earlier if required to reflect changes in regulation
- 2) **Approved** the Charging Policy for a further 3 year period

Chairman

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A
of the Local Government Act 1972.

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LOCAL PENSIONS BOARD

Subject Heading:

Pensions Administration Update

OMT Lead:

James Cocks
Assistant Director of Transactional People
Services

Report Author and contact details:

Caroline Guyon
Pensions Projects and Contracts Manager
caroline.guyon@havering.gov.uk
01708 4323185

Policy context:

Local Government Pension Scheme
Regulations 2013.

SUMMARY

This report reviews the performance of the Local Pensions Partnership Administration (LPPA) against the agreed service levels for the period October to December 2024.

It also provides an update on recent developments within the Local Government Pension Scheme (LGPS) regulatory environment.

RECOMMENDATIONS

It is recommended that members note the report.

REPORT DETAIL

1. Administration Update

- 1.1 From 1 November 2017, the London Borough of Havering delegated the pension administration service to Lancashire County Council who have engaged the Local Pensions Partnership Administration (LPPA) to undertake their pension portfolio. The Local Pensions Partnership was formed in 2016 through a collaboration between Lancashire County Council and the London Pensions Fund Authority and provides pension services to the Local Government Pension Scheme, Police and Firefighter Schemes
- 1.2 LPPA provide a quarterly performance report attached as Appendix A.
- 1.3 LPPA introduced 3 year Efficiency and Service Improvement Plan that currently has 9 live projects, including the improvement of the monthly returns process and the member and employer portals. July saw the introduction of automated deferred retirement quotes, which enables deferred members to receive a retirement quote instantly via email. Work is underway to introduce similar functionality to active members. LPPA are also working in improving the portals for both members and employers and simplifying the monthly returns process.
- 1.4 Overall performance against SLA for Q3 is reported at 98.6%. The reported service is achieving results in excess of the required 95% target in all areas. Additional reports have been provided to enable independent monitoring of completed retirement cases by the Havering Pensions Team. There is an improvement in the time taken to complete a case from the point of first notification to conclusion.

Local Pensions Board, 17 September 2024

1.5 Looking at the 3 highest priority cases, Board members should note the following:

| Case Type | SLA Target | Brought Forward | Received in Period | Completed | Carried Forward | Completed on time |
|-----------------------|----------------|-----------------|--------------------|-----------|-----------------|-------------------|
| Retirement (Active) | 5 working days | 113 | 165 | 185 | 93 | 98.3% |
| Retirement (Deferred) | 5 working days | 57 | 114 | 111 | 60 | 98.1% |
| Deaths | 5 working days | 221 | 281 | 268 | 234 | 96.3% |

1.6 When looking at retirement satisfaction surveys, the results remain disappointing with a limited number of members responding. The table below provides the breakdown of the Q3 responses:

| | Surveys Issued | Surveys Taken | Satisfied | Neutral | Dissatisfied |
|-------------------|----------------|---------------|-----------|---------|--------------|
| Ret from Active | 47 | 12 | 6 | 1 | 5 |
| Ret from Deferred | 46 | 10 | 6 | 0 | 4 |

1.7 LPPA received 7 complaints during Q3 and carried forward 4 complaints from Q2. Of the 7 cases completed in the quarter, 6 were upheld and 1 was withdrawn. 4 cases will carry forward to Q4.

1.8 Calls into the LPPA's contact centre are recorded at a client level with 880 calls being answered during the quarter. The average wait time for callers across the quarter was 2 minutes 40 seconds with 20 people having to wait more than 15 minutes.

1.9 Members are directed to the contact centre survey on the completion of their call. Satisfaction levels are shown below:

| | Surveys Taken | Satisfied | Neutral | Dissatisfied |
|------------------------|---------------|-----------|---------|--------------|
| Contact Centre Overall | 53 | 45 | 6 | 2 |
| Contact Centre Agent | 59 | 59 | 0 | 0 |

1.10 The report details the data quality and the Pension Regulator data scores for common and scheme specific data. At the end of Q3 our common data score was 97.5% (previously 97.6%) and the scheme specific data score was 90.6% (previously 89.4%). The work on the previously mentioned data project is also expected to improve the tPR data quality scores.

2. Fund Valuation

2.1 Work is underway to ensure all scheme employers are aware of the importance of good quality data ahead of the full Fund Valuation as at 31 March 2025.

- 2.2 This includes having all monthly returns submitted to LPPA by 10 April 2025, the timely clearance of all outstanding queries and leaver forms and ensuring the contribution reconciliations to the Fund are up to date.
- 2.3 The deadline for the submission of the full Valuation data cut to the Fund Actuary, Hymans Robertson, is 1 August 2025. LPPA will provide the file to the Havering Pensions Team ahead of this date for review and approval.

3. Data Project

- 3.1 LPPA is partnering with Civica and Intellica to improve data quality.
- 3.2 All Havering data has been processed through a number of data validation checks and initial results have been shared with the Fund (attached as Appendix B). Resolutions will focus on areas of high priority, those being data that impacts on valuation, Pensions Dashboards and McCloud cases.
- 3.3 Initial findings confirm 87% of records are Pensions Dashboard ready and 97% of member records are McCloud ready
- 3.4 Data validation failures have been identified and work is underway to rectify the issues and prevent future occurrences. A quarterly progress report will be provided to the Fund.

IMPLICATIONS AND RISKS

Financial implications and risks:

The Administering Authority must ensure the Shared Service Agreement is working efficiently, providing value for money and meeting the statutory requirements of the Fund via the monitoring of the work of LPPA.

Legal implications and risks:

Havering as the Administering Authority must ensure the Local Government Pension Scheme Regulations are adhered to however there are no specific legal implications within the report.

Human Resources implications and risks:

There appear to be no HR implications or risks arising directly as a result of this report.

Equalities implications and risks:

The Public Sector Equality Duty (PSED) under section 149 of the Equality Act 2010 requires the Council, when exercising its functions, to have due regard to:

- (i) the need to eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Equality Act 2010;
- (ii) the need to advance equality of opportunity between persons who share protected characteristics and those who do not, and;

- (iii) foster good relations between those who have protected characteristics and those who do not.

Note: 'Protected characteristics' are: age, sex, race, disability, sexual orientation, marriage and civil partnerships, religion or belief, pregnancy and maternity and gender reassignment.

The Council is committed to all of the above in the provision, procurement and commissioning of its services, and the employment of its workforce. In addition, the Council is also committed to improving the quality of life and wellbeing for all Havering residents in respect of socio-economics and health determinants. We will ensure that disabled people with sensory impairments are able to access the strategy.

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Quarterly Administration Report

Havering Pension Fund

1 October - 31 December 2024

CONTENTS

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DEFINITIONS

Page 9

Total Fund Membership

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

Page 10

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 12

Casework Performance - All Cases

Performance is measured once all information is made available to LPPA to enable them to complete the process.

Relevant processes are assigned a target timescale for completion, and the performance is measured as the percentage of processes that have been completed within that timescale.

Page 13

Casework Performance - Standard

'Deaths' are included as a specific process, but it is important to highlight that processing can take a significant amount of time to complete fully. Furthermore, there can be seasonal aspects which impact case volumes ie. higher mortality rates during winter.

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

- APC/AVC Queries
- Additional Confs Cessation
- Change of Hours
- Change of Personal Details
- Under Three Month Opt-Out
- Main to 50/50 Scheme Changes
- Ill Health Reviews
- Complaints

Please note that this page includes cases that have met the SLA target, but the stop trigger may also have been actioned before the process has been completed.

Page 14

Ongoing Casework at the end of the Reporting Quarter

Please note the number of processes brought forward, does not match the corresponding number of outstanding processes reported in the previous quarter (due to various reasons which can include but are not limited to, the deletion of a process, or changes to the process category that a case is assigned to).

From Q1 2024/25, "Deaths" include over / under payments, and updates to pension and payroll processes (multiple associated processes can be triggered within a case, including the setup of multiple beneficiaries, and making multiple payments to individuals).

Page 20 & 21

Contact Centre Performance

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

Page 23 & 24

Contact Centre Call Satisfaction

Members are given the option to answer two questions, following a call with the LPPA Contact Centre (these relate to general satisfaction with LPPA, and satisfaction with the adviser they have spoken to – both responses follow a three-point rating scale).

Page 25 & 26

Retirement Satisfaction

Graphs show a breakdown of quarterly retirement surveys (emails issued and responses received).

- Retirements processed / completed - members can have multiple process counts.
- Surveys issued - does not equal retirement processes for several reasons; ill health retirements do not receive a survey; not all members provide an email address; members with multiple retirement processes only receive one survey email; there is a planned delay in issuing surveys to allow for initial payments to be paid).

Satisfaction / Dissatisfaction is included as a % of email surveys issued. This demonstrates that a significant number of surveys are not completed (work is ongoing to encourage an increase in the number of responses to email surveys issued).

The Satisfaction Scores highlighted in green and red compare the satisfied / dissatisfied responses received, as a % of total survey responses - this is the true measure of member satisfaction.

Satisfied responses include satisfied (with the service) and very satisfied.

Dissatisfied responses include dissatisfied and very dissatisfied.

Page 28

Member Online Portal

The number of member records by status, that are registered for LPPA's member self-service portal, PensionPoint.

Page 30

Common/Scheme Specific Data Fails

The Pensions Regulator requires administrators to keep member data up to date to ensure benefits are accurately paid. This is split by Common Data (basic details that are specific to the Member) and Scheme Specific Data (data that is related to a member's data and specific circumstances surrounding their record).

Individual Fails shows the total number of unique members that have a single or multiple number of Common Data or Scheme Specific 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](#) (The Pensions Regulator) 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.



STATUTORY DEADLINES

✓ COMPLETED 📅 DUE

Page 35

| | Apr 24 | May 24 | Jun 24 | Jul 24 | Aug 24 | Sep 24 | Oct 24 | Nov 24 | Dec 24 | Jan 25 | Feb 25 | Mar 25 |
|---|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Annual Benefit Statement and Newsletter to Deferred Members | | | | | ✓ | | | | | | | |
| Pension Increases | | ✓ | | | | | | | | | | |
| P60s and Newsletter to Pensioners | | ✓ | | | | | | | | | | |
| Annual Benefit Statement and Newsletter to Active Members | | | | | ✓ | | | | | | | |
| Pension Saving Statements | | | | | | | ✓ | | | | | |

EXECUTIVE SUMMARY

Forward thinking...
Working together...
Doing the right thing...
Committed to excellence...

This performance report covers the reporting period of Q3 2024/25 (October – December 2024)

Casework SLA performance

Overall operational casework performance was 98.6 % against overall Service Level Agreements (SLAs) for the quarter. Focus continues to be on driving further improvements to the member experience.

Contact Centre

Contact Centre wait times have been consistently under the targeted 4-minute wait time with an average wait time over the quarter of 2 minutes 40 seconds.

Satisfaction scores

The majority of those surveyed about their retirement experience do not respond. Of those that responded to the survey, customer satisfaction was 50.0% for Actives into Retirement and 60.0% for Deferred into Retirement. Low survey responses can lead to high volatility in the satisfaction scores.

Contact Centre satisfaction now includes both overall satisfaction and satisfaction with the individual call handler that the member spoke to. Satisfaction with the individual call handler is typically higher than overall satisfaction, with satisfaction rates for the quarter at 100.0% and 84.9% respectively.

Statutory deadlines

All regulatory and statutory deadlines due in the reporting period were met including:

- Production and distribution of Pensions Savings Statements (PSS) by the 6 October deadline.

Outlook

Activity levels are, and are expected to remain high, due to:

- Embedding of monthly returns for all employers and managing the associated spikes in work driven by the late and concentrated submission of monthly return files from some employers
- Efficiency and Service Improvement Programme (ESIP) of work.
- Activity to continue to improve the member experience in key areas.
- Significant regulatory change including implementation of McCloud remedy and the Pensions Dashboard.
- Preparation for LG valuation data submission in 2025.



LPPA PROJECTS - UPDATE

McCloud Remedy

Following the McCloud judgment, changes to all public service pension schemes that provided transitional protections to older members, including the LGPS came into force on 1 October 2023. The changes were designed to rectify unlawful discrimination against younger scheme members. In the LGPS, the impact is an extension of the underpin to all eligible members. The national timeline for revisiting all member cases is Oct 23 – Aug 25.

A dedicated project manager and team remains in place overseeing and delivering all the key areas of the project including:

- Data capture and data cleanse from employers to ensure that hour changes and service breaks have all been recorded correctly.
- System design and development is thoroughly tested prior to release into the live environment.
- Appropriate communication plans are in place and delivered.
- Contact Centre and Operational colleague training & business readiness.

Current Position

- Eligibility flags are in place to identify all members in scope for remedy.
- We are now calculating benefits and applying the underpin for active members retiring (for those members with a McCloud eligible flag, and whose data has been verified as being present and correct).
- Of those cases where the underpin applies, early results show that the underpin is driving a small increase in benefits (c.£300pa on average) in a small number of cases (c.4% of cases) and those cases are where the member had a significant salary increase in the remedy period and/or retired early.

Forward thinking...
Working together...
Doing the right thing...
Committed to excellence...

Efficiency and Service Improvement Programme

LPPA mobilised an Efficiency and Service Improvement Programme (ESIP) shortly after the move to the new administration system (UPM). ESIP is designed to leverage the investment in UPM, delivering automation and improved self-service capability. ESIP currently has 9 projects in flight. ESIP's automation of Deferred Retirement Quote was launched in July (this was the third process automation and enables members to receive deferred retirement quotes instantly by email). Work is underway on similar functionality for active members, alongside the development of online retirement forms (members will be able to access them through PensionPoint). Other activity in flight includes work to improve the monthly returns process and the member and employer online portals.

Data Project

LPPA is partnering with Civica and Intellica on a data project to improve data quality ahead of valuation and the introduction of the Pensions Dashboard. Work on the creation of test environments is complete. Data Validation Checks (DVCs) that we will check the integrity of member data against have been scoped and built. The results from the DVCs will be shared with Funds during February/March 2025.

The project is working towards producing a series of dashboards to give us clear visibility of the integrity and accuracy of the data that we hold to comply with regulatory change and to enable us to launch more self-service and automation for members and employers.

Pensions Dashboard

The Pensions Dashboard will enable individuals to access their pensions information online, securely and all in one place. The connection date for public sector schemes to connect to the Pensions Dashboard is 31 October 2025. The dashboard project is in flight with a full-time project manager. Work is well underway on the project, including:

- Systems requirements (including the rules for partial matching of records and the treatment of AVCs); and
- the business readiness aspects of the project (e.g. readiness to deal with new inbound enquiries relating to dashboard).

Civica are LPPA's Integrated Service Provider (ISP) for dashboard connection.

Fund Membership

In this section...

- Total fund membership
- Current age demographic

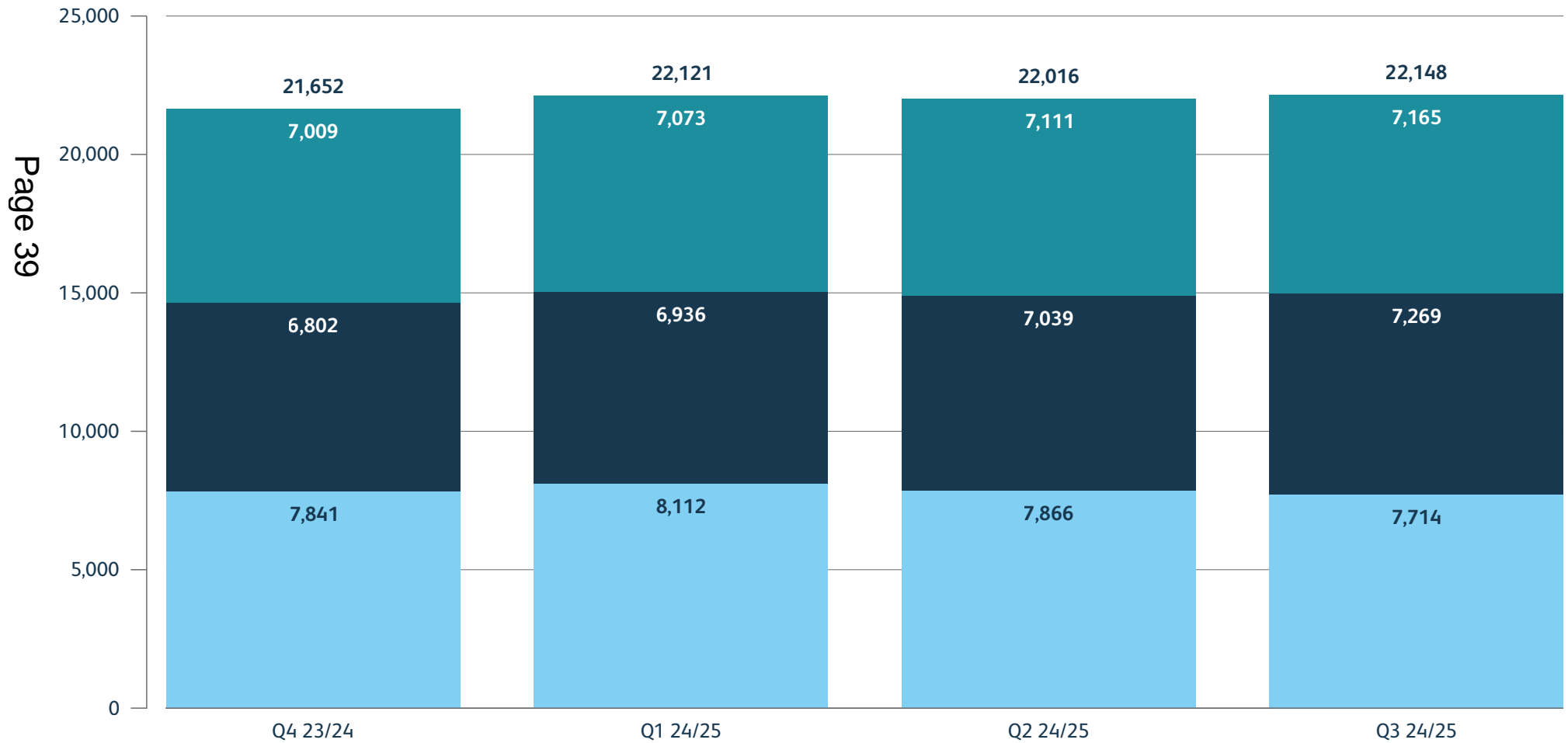
TOTAL FUND MEMBERSHIP



TOTAL FUND MEMBERSHIP

CLIENT SPECIFIC

Active Contributors Deferred Beneficiaries Pensioners & Dependants



TOTAL FUND MEMBERSHIP

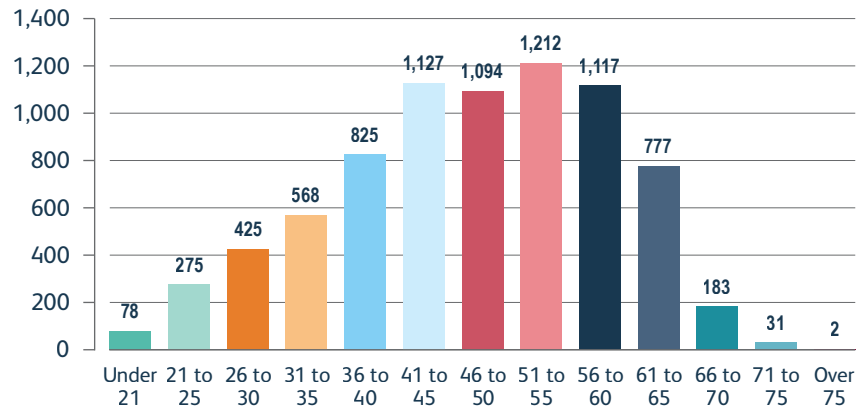


CURRENT AGE DEMOGRAPHIC

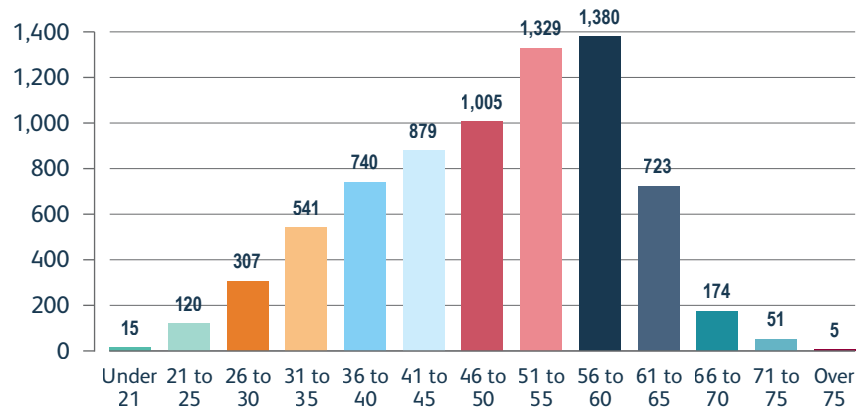
CLIENT SPECIFIC

Page 40

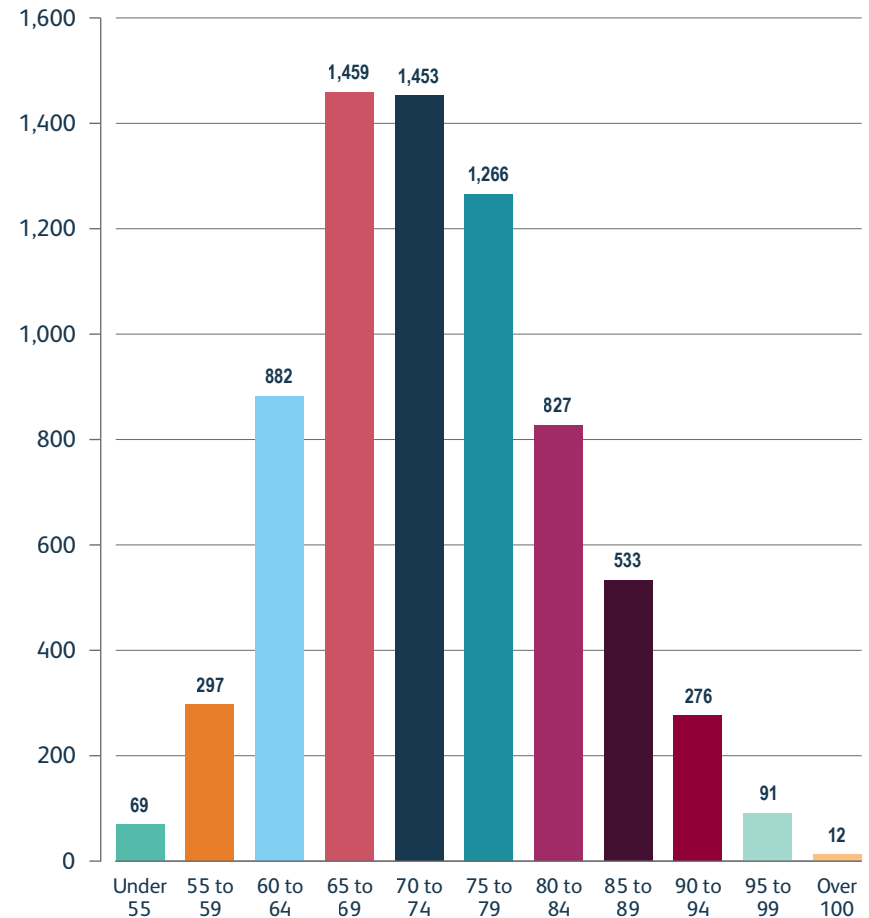
Active



Deferred



Pensioner



Casework Performance

In this section...

- Performance – all cases
- Performance standard
- Ongoing casework at the end of the reporting quarter

CASEWORK PERFORMANCE



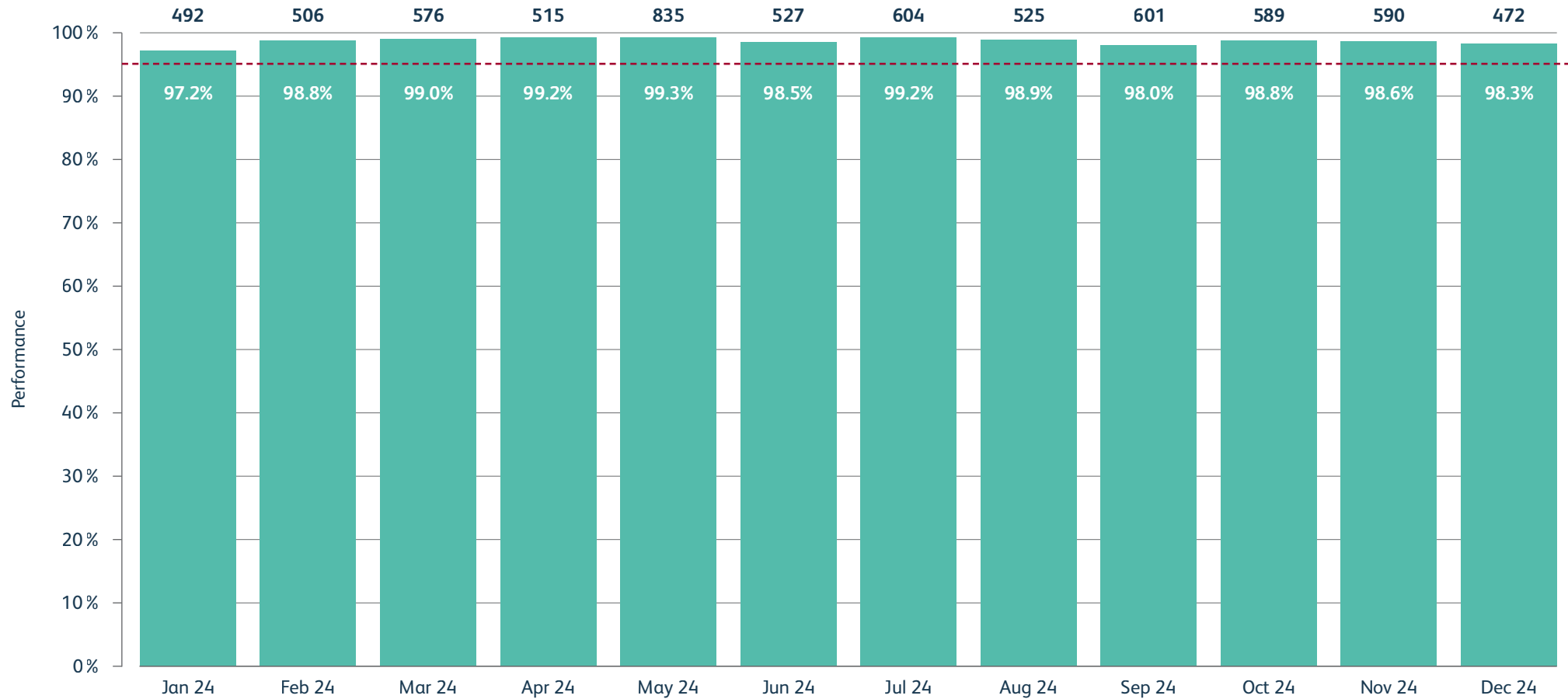
PERFORMANCE – ALL CASES

CLIENT SPECIFIC

--- Target (95%)

The quarterly SLA performance was 98.6%

Total completed cases included for each month.



CASEWORK PERFORMANCE

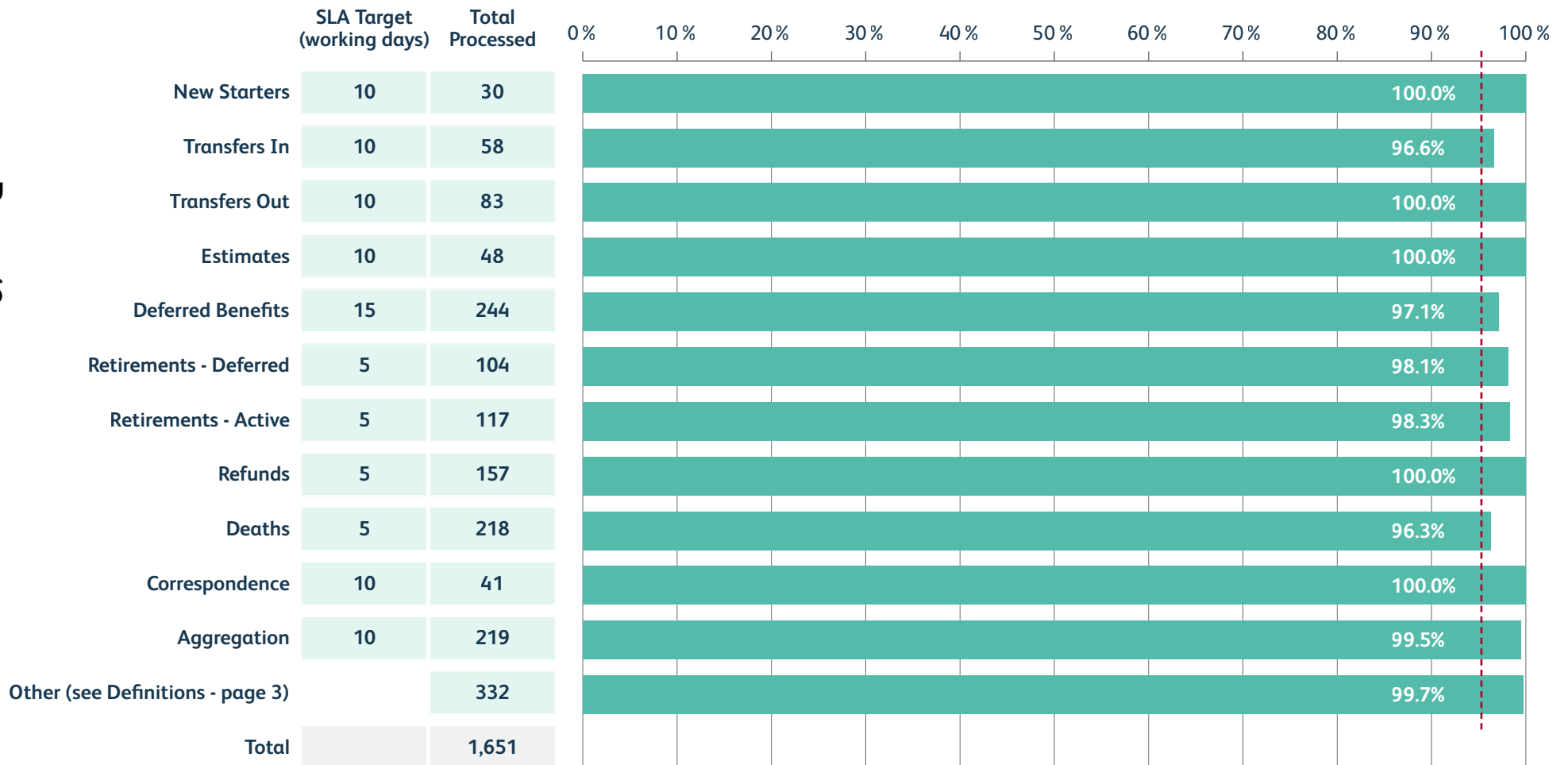


PERFORMANCE STANDARD

CLIENT SPECIFIC

----- Target (95%)

Page 43



CASEWORK PERFORMANCE

ONGOING CASEWORK AT THE END OF THE REPORTING QUARTER CLIENT SPECIFIC

The following table is created by identifying all reportable casework within UPM, and includes those that have subsequently Completed / Aborted / Remain Outstanding within the quarter. The figures in this table cannot be compared to those in the previous slide for a number of reasons including: the table includes aborted cases, but the horizontal bar graph does not; the SLA 'stop trigger' can be actioned before the process has been completed.

Page 44

| | Brought Forward at 01/10/24 | Received (Inbound) | Completed (Outbound) | Outstanding as of 31/12/24 |
|------------------------|-----------------------------|--------------------|----------------------|----------------------------|
| New Starters | 1 | 45 | 44 | 2 |
| Transfers In | 177 | 95 | 68 | 204 |
| Transfers Out | 160 | 136 | 92 | 204 |
| Estimates | 15 | 51 | 50 | 16 |
| Deferred Benefits | 354 | 325 | 383 | 296 |
| Retirements - Deferred | 57 | 114 | 111 | 60 |
| Retirements - Active | 113 | 165 | 185 | 93 |
| Refunds | 115 | 225 | 211 | 129 |
| Deaths | 221 | 281 | 268 | 234 |
| Correspondence | 38 | 124 | 114 | 48 |
| Aggregation | 351 | 377 | 302 | 426 |
| Other | 61 | 346 | 344 | 63 |
| Total | 1,663 | 2,284 | 2,172 | 1,775 |

Active to Retirement Processes - First Payment Within 30 Days

In this section...

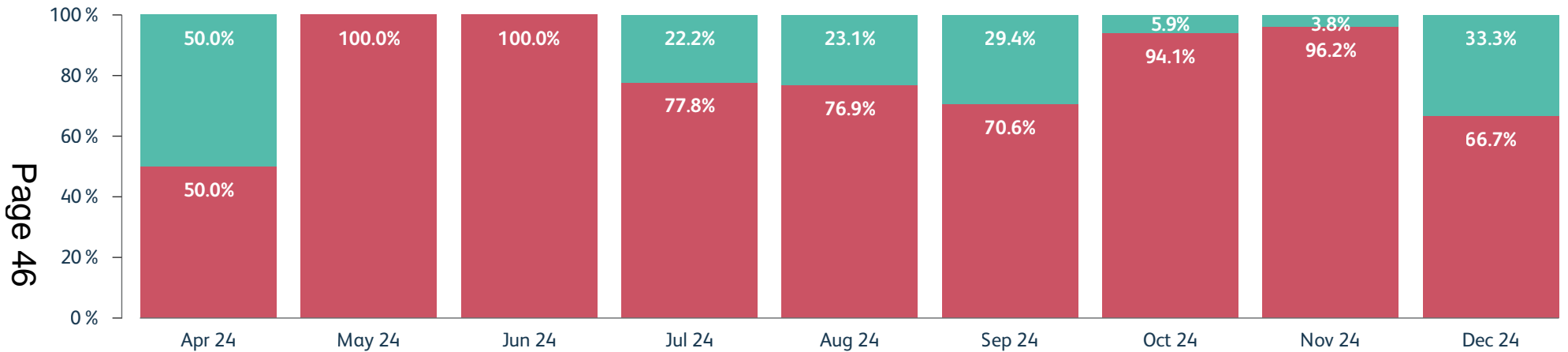
- Employer retirement notifications - notified on-time vs. late
- On-time notification - first payment
- Late notification - first payment

ACTIVE TO RETIREMENT

Please note:

LPPA require at least 30 days notice prior to an active member retirement date, to be able to pay a member their first payment within 30 days of their retirement date. The chart below shows the number / % of on-time notifications vs. the number / % of late notifications from employers in the month (late being received within 30 days or after the retirement date).

EMPLOYER RETIREMENT NOTIFICATIONS CLIENT SPECIFIC



Page 46

| | Apr 24 | May 24 | Jun 24 | Jul 24 | Aug 24 | Sep 24 | Oct 24 | Nov 24 | Dec 24 |
|---------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Retirement Notifications | 12 | 5 | 16 | 9 | 13 | 17 | 17 | 26 | 6 |
| Received On-Time (Number) | 6 | 0 | 0 | 2 | 3 | 5 | 1 | 1 | 2 |
| Received On-Time (%) | 50.0% | 0.0% | 0.0% | 22.2% | 23.1% | 29.4% | 5.9% | 3.8% | 33.3% |
| Received Late (Number) | 6 | 5 | 16 | 7 | 10 | 12 | 16 | 25 | 4 |
| Received Late (%) | 50.0% | 100.0% | 100.0% | 77.8% | 76.9% | 70.6% | 94.1% | 96.2% | 66.7% |

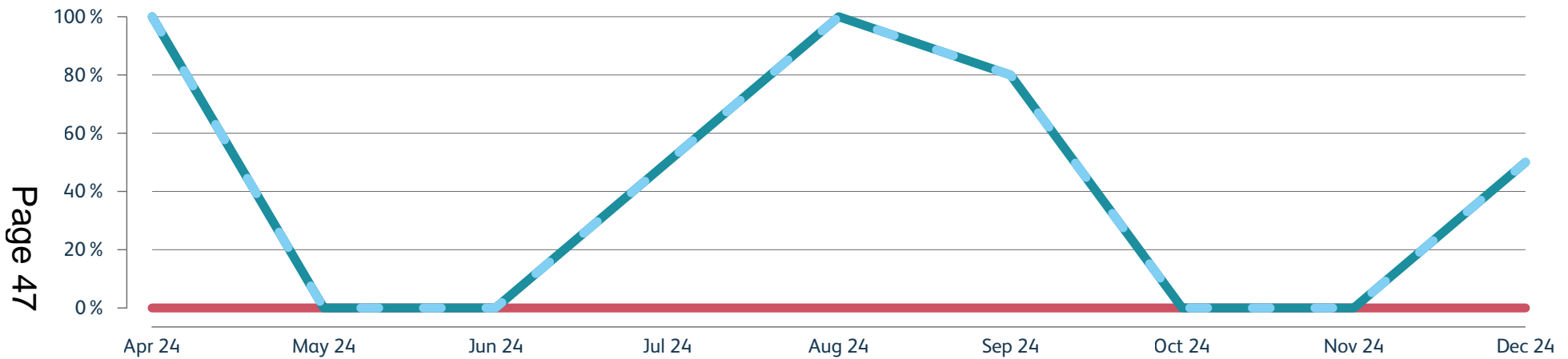
Data based on retirement notifications received from employers in the month.

ACTIVE TO RETIREMENT

Please note:

% of first payments made within 30 days of retirement date – where LPPA receives the leaver notification from the employer with at least 30 days notice.

ON-TIME NOTIFICATION - FIRST PAYMENT CLIENT SPECIFIC



Page 47

| | Apr 24 | May 24 | Jun 24 | Jul 24 | Aug 24 | Sep 24 | Oct 24 | Nov 24 | Dec 24 |
|--|---------|--------|--------|--------|---------|--------|--------|--------|--------|
| No. of payments made where member has an AVC | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| No. of payments made with no AVC | 6 | 0 | 0 | 2 | 3 | 5 | 1 | 1 | 2 |
| % of payments made within 30 days – with AVC | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| % of payments made within 30 days – no AVC | 100.0 % | N/A | N/A | 50.0 % | 100.0 % | 80.0 % | 0.0 % | 0.0 % | 50.0 % |
| % of payments made within 30 days – combined | 100.0 % | N/A | N/A | 50.0 % | 100.0 % | 80.0 % | 0.0 % | 0.0 % | 50.0 % |

Data based on processes completed in the month.
Measurement is based on the earliest payment made, i.e. earliest of first pension payment or lump sum.

ACTIVE TO RETIREMENT

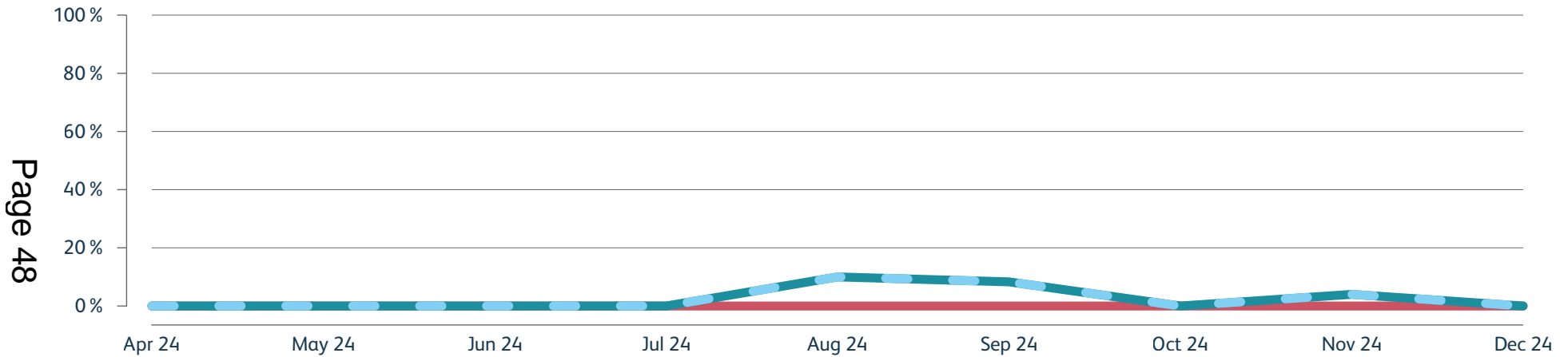
Please note:

% of first payments made within 30 days of retirement date – where LPPA receives the leaver notification from the employer with less than 30 days notice, or after the actual retirement date.



LATE NOTIFICATION - FIRST PAYMENT

CLIENT SPECIFIC



Page 48

| | Apr 24 | May 24 | Jun 24 | Jul 24 | Aug 24 | Sep 24 | Oct 24 | Nov 24 | Dec 24 |
|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| No. of payments made where member has an AVC | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| No. of payments made with no AVC | 6 | 5 | 16 | 7 | 10 | 12 | 16 | 25 | 4 |
| % of payments made within 30 days – with AVC | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| % of payments made within 30 days – no AVC | 0.0% | 0.0% | 0.0% | 0.0% | 10.0% | 8.3% | 0.0% | 4.0% | 0.0% |
| % of payments made within 30 days – combined | 0.0% | 0.0% | 0.0% | 0.0% | 10.0% | 8.3% | 0.0% | 4.0% | 0.0% |

Data based on processes completed in the month.

Measurement is based on the earliest payment made, i.e. earliest of first pension payment or lump sum.

Contact Centre Calls Performance

The Contact Centre deals with all online enquiries and calls from members for all funds that LPPA provides administration services for.

In this section...

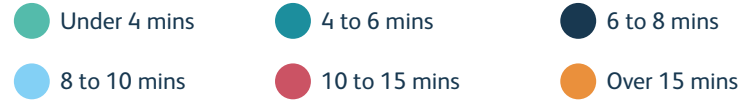
- Wait time range
- Calls answered

CONTACT CENTRE CALLS PERFORMANCE



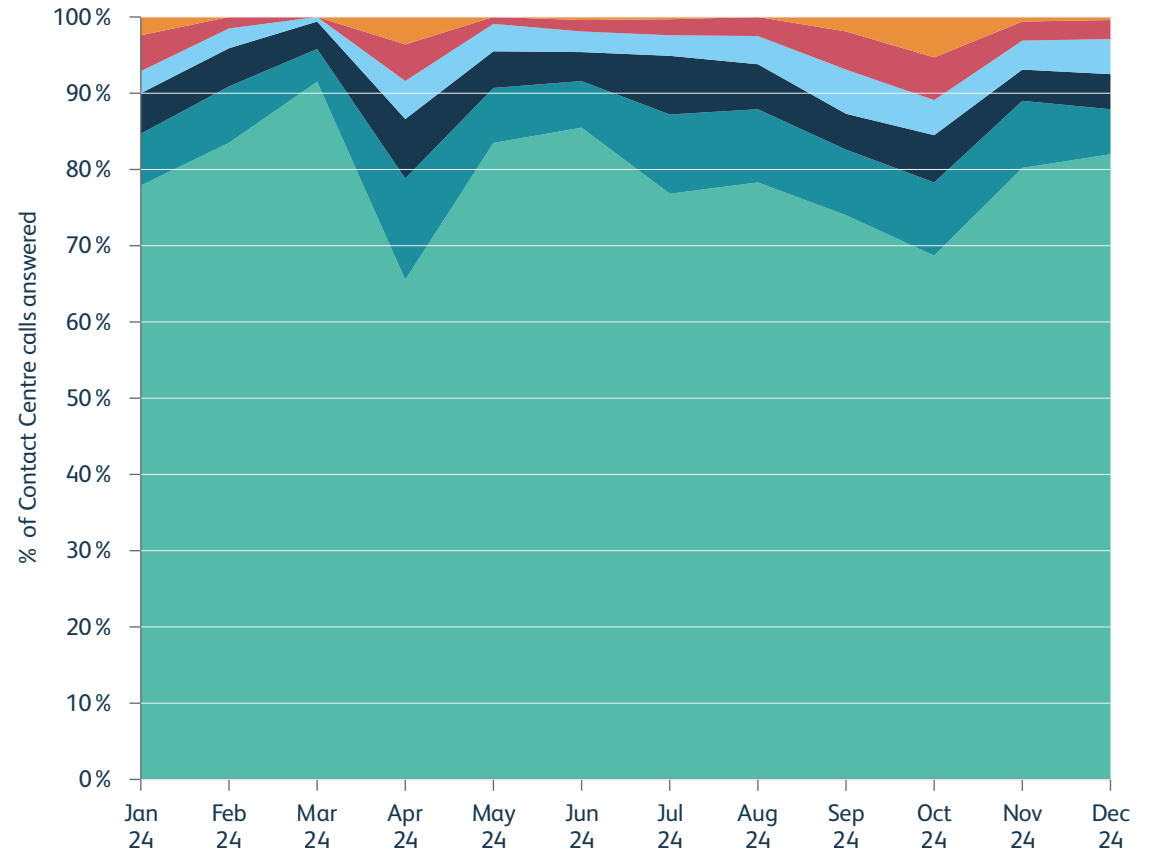
WAIT TIME RANGE

CLIENT SPECIFIC



Page 50

| | Under 4 mins | 4 to 6 mins | 6 to 8 mins | 8 to 10 mins | 10 to 15 mins | Over 15 mins |
|--------|--------------|-------------|-------------|--------------|---------------|--------------|
| Jan 24 | 77.9% | 6.8% | 5.3% | 2.9% | 4.7% | 2.4% |
| Feb 24 | 83.5% | 7.4% | 5.0% | 2.6% | 1.5% | 0.0% |
| Mar 24 | 91.5% | 4.3% | 3.6% | 0.6% | 0.0% | 0.0% |
| Apr 24 | 65.6% | 13.3% | 7.8% | 5.0% | 4.8% | 3.6% |
| May 24 | 83.4% | 7.2% | 4.8% | 3.6% | 0.9% | 0.0% |
| Jun 24 | 85.4% | 6.1% | 3.8% | 2.7% | 1.5% | 0.4% |
| Jul 24 | 76.9% | 10.4% | 7.7% | 2.7% | 2.1% | 0.3% |
| Aug 24 | 78.3% | 9.6% | 5.9% | 3.7% | 2.5% | 0.0% |
| Sep 24 | 74.0% | 8.6% | 4.7% | 5.8% | 5.0% | 1.9% |
| Oct 24 | 68.7% | 9.6% | 6.2% | 4.6% | 5.6% | 5.3% |
| Nov 24 | 80.2% | 8.8% | 4.1% | 3.8% | 2.5% | 0.6% |
| Dec 24 | 82.0% | 5.9% | 4.6% | 4.6% | 2.5% | 0.4% |



CONTACT CENTRE CALLS PERFORMANCE

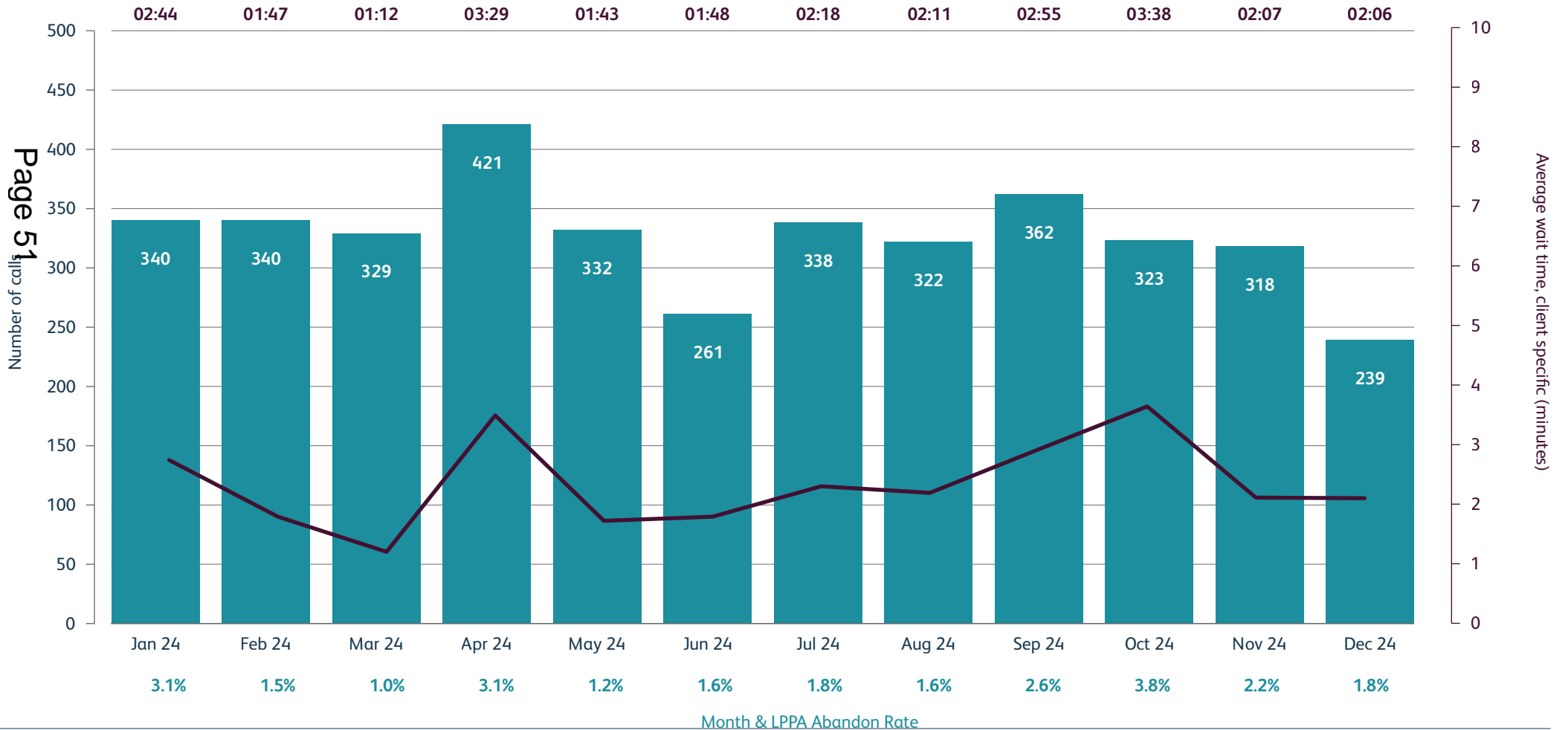


CALLS ANSWERED

CLIENT SPECIFIC

— Average wait time (mm:ss)

Quarterly average wait time was 2 minutes 40 seconds



Customer Satisfaction Scores

In this section...

- Contact Centre calls satisfaction
- Contact Centre calls satisfaction - Agent
- Retirements - Active
- Retirements - Deferred

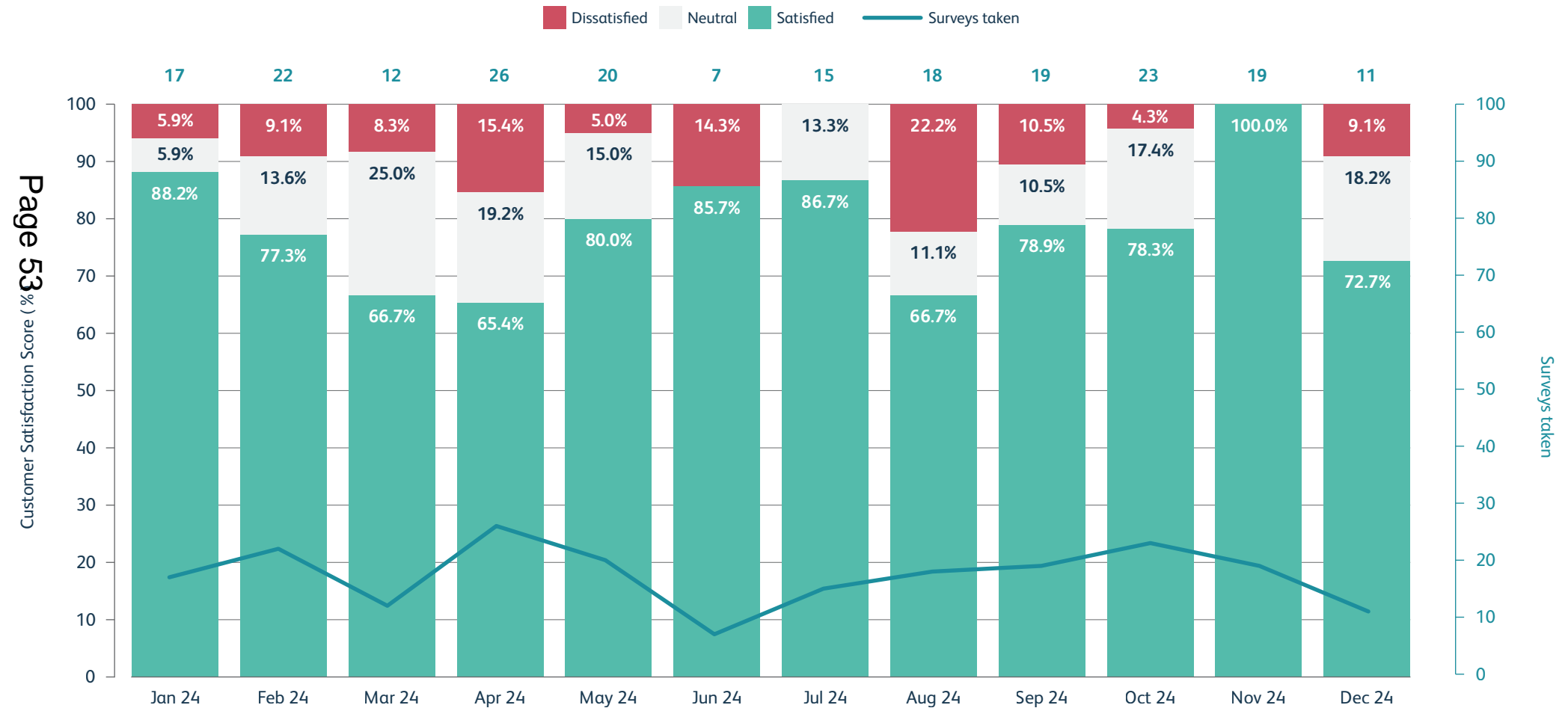
CUSTOMER SATISFACTION SCORES

Please note:

The graph measures monthly member satisfaction with LPPA ("How satisfied are you with the overall service you have received from LPPA?").

CONTACT CENTRE CALLS SATISFACTION - OVERALL CLIENT SPECIFIC

Overall member satisfaction for the quarter was 84.9 %



CUSTOMER SATISFACTION SCORES

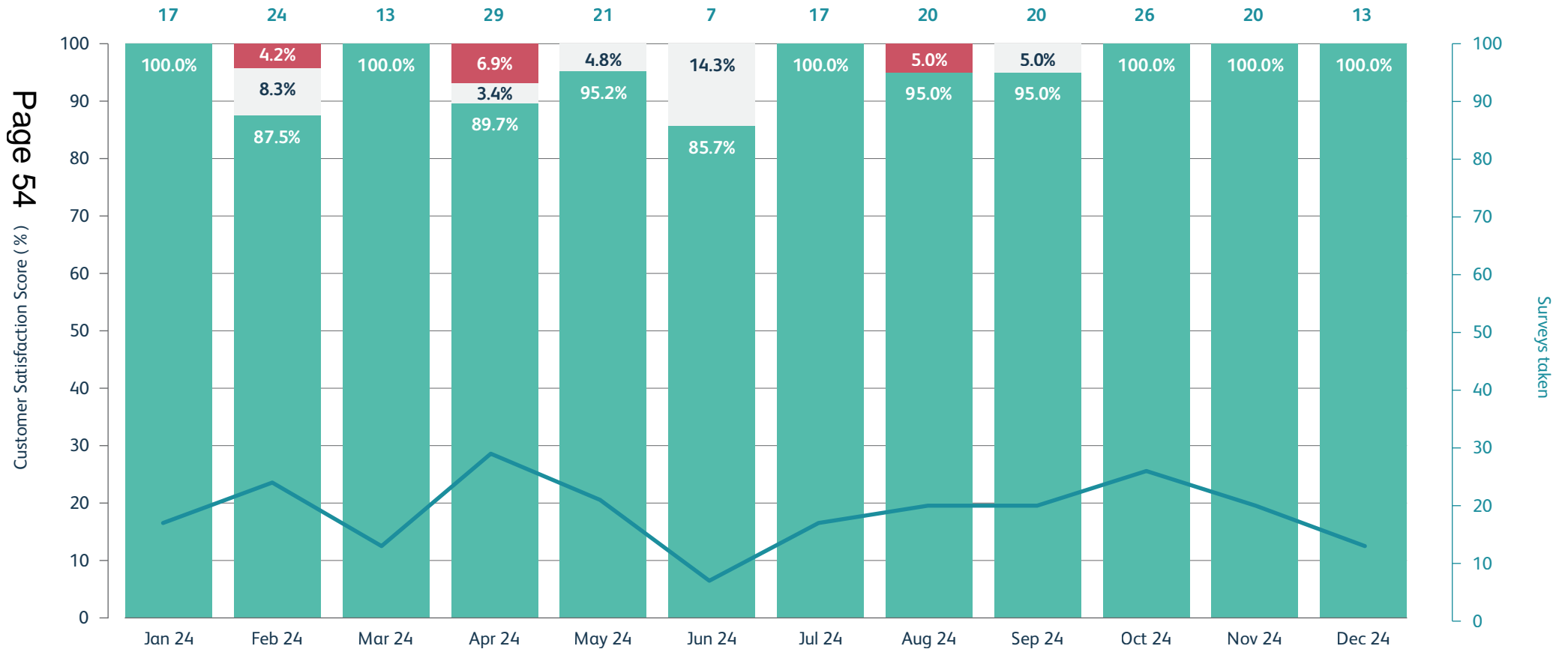
Please note:

The graph measures monthly member satisfaction with the Contact Centre adviser (“In connection with the adviser you have just spoken to, how satisfied are you with the service they provided?”)

CONTACT CENTRE CALLS SATISFACTION - AGENT CLIENT SPECIFIC

Agent specific member satisfaction for the quarter was 100.0 %

■ Dissatisfied
 ■ Neutral
 ■ Satisfied
 — Surveys taken



CUSTOMER SATISFACTION SCORES

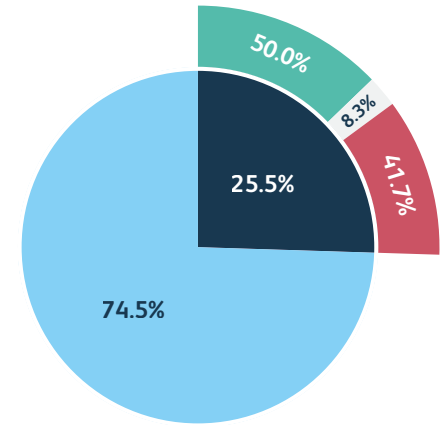
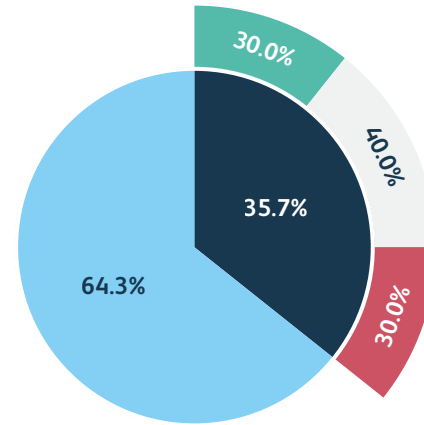
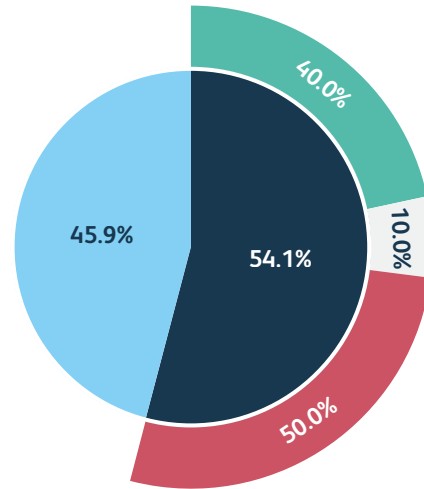
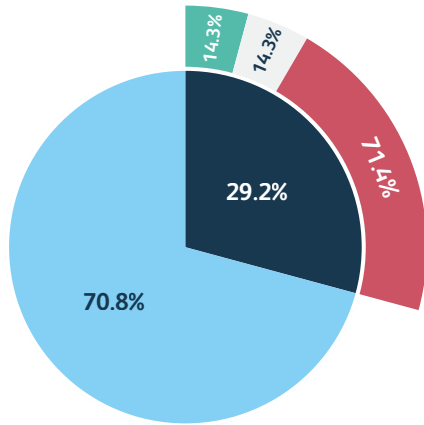
Please note:

Graphs show a breakdown of quarterly retirement surveys:

- Retirements processed / completed (members can have multiple process counts)
- Surveys issued (does not equal retirement processes as not all members provide an email address; members with multiple retirement processes only receive one survey email; ill health retirements do not receive a survey email; there is a planned delay in issuing surveys to allow for initial payments to be paid). We extended this period in Q4, which explains the drop in the number of email surveys issued.
- The satisfaction scores highlighted in green and red compare the satisfied / dissatisfied responses received, as a % of total responses (the true measure of member satisfaction).*

RETIREMENTS - ACTIVE CLIENT SPECIFIC

■ Satisfied
■ Neutral
■ Dissatisfied
■ Responses
■ Non responses



| | Q4 23/24 | | Q1 24/25 | | Q2 24/25 | | Q3 24/25 | |
|---|----------|-------|----------|-------|----------|-------|----------|-------|
| Retirements processed, completed | 49 | | 50 | | 36 | | 52 | |
| Surveys issued and as a % of retirements | 24 | 49.0% | 37 | 74.0% | 28 | 77.8% | 47 | 90.4% |
| Satisfied Responses (as a % of surveys issued) | 1 | 4.2% | 8 | 21.6% | 3 | 10.7% | 6 | 12.8% |
| Dissatisfied Response (as a % of surveys issued) | 5 | 20.8% | 10 | 27.0% | 3 | 10.7% | 5 | 10.6% |
| Non responses and as a % of surveys issued | 17 | 70.8% | 17 | 45.9% | 18 | 64.3% | 35 | 74.5% |
| Responses and as a % of surveys issued | 7 | 29.2% | 20 | 54.1% | 10 | 35.7% | 12 | 25.5% |
| Satisfied responses and as a % of responses | 1 | 14.3% | 8 | 40.0% | 3 | 30.0% | 6 | 50.0% |
| Neutral responses and as a % of responses | 1 | 14.3% | 2 | 10.0% | 4 | 40.0% | 1 | 8.3% |
| Dissatisfied Responses and as a % of responses | 5 | 71.4% | 10 | 50.0% | 3 | 30.0% | 5 | 41.7% |

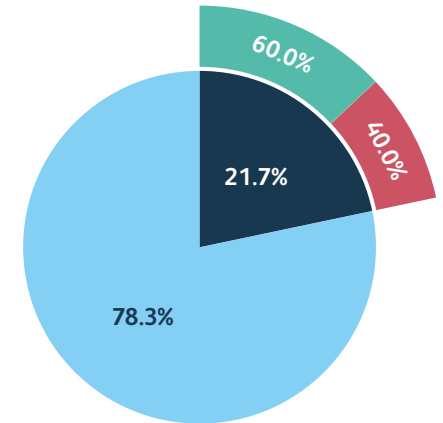
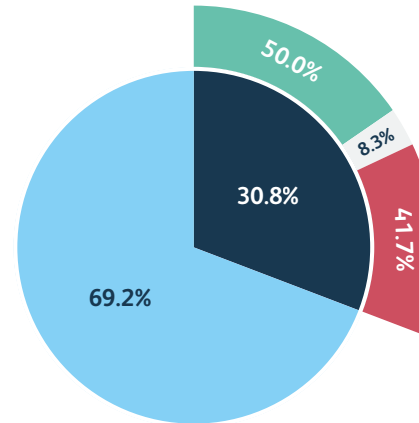
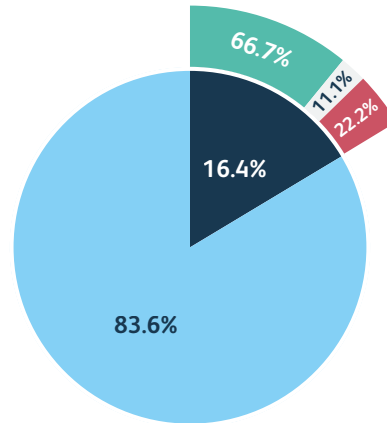
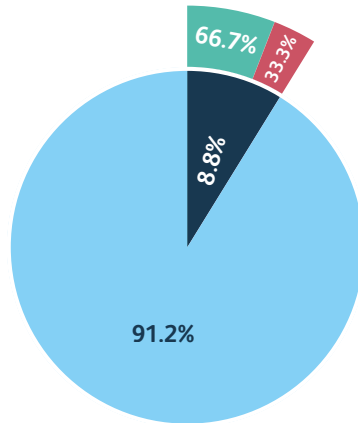
*More information on data / results are included in the Definitions page earlier in this report.

CUSTOMER SATISFACTION SCORES

RETIREMENTS - DEFERRED

CLIENT SPECIFIC

- Satisfied
- Neutral
- Dissatisfied
- Responses
- Non responses



| | Q4 23/24 | | Q1 24/25 | | Q2 24/25 | | Q3 24/25 | |
|--|----------|-------|----------|-------|----------|-------|----------|-------|
| Retirements processed, completed | 82 | | 85 | | 43 | | 51 | |
| Surveys issued and as a % of retirements | 34 | 41.5% | 55 | 64.7% | 39 | 90.7% | 46 | 90.2% |
| Satisfied Responses (as a % of surveys issued) | 2 | 5.9% | 6 | 10.9% | 6 | 15.4% | 6 | 13.0% |
| Dissatisfied Response (as a % of surveys issued) | 1 | 2.9% | 2 | 3.6% | 5 | 12.8% | 4 | 8.7% |
| Non responses and as a % of surveys issued | 31 | 91.2% | 46 | 83.6% | 27 | 69.2% | 36 | 78.3% |
| Responses and as a % of surveys issued | 3 | 8.8% | 9 | 16.4% | 12 | 30.8% | 10 | 21.7% |
| Satisfied responses and as a % of responses | 2 | 66.7% | 6 | 66.7% | 6 | 50.0% | 6 | 60.0% |
| Neutral responses and as a % of responses | 0 | 0.0% | 1 | 11.1% | 1 | 8.3% | 0 | 0.0% |
| Dissatisfied Responses and as a % of responses | 1 | 33.3% | 2 | 22.2% | 5 | 41.7% | 4 | 40.0% |



Member Online Portal

In this section...

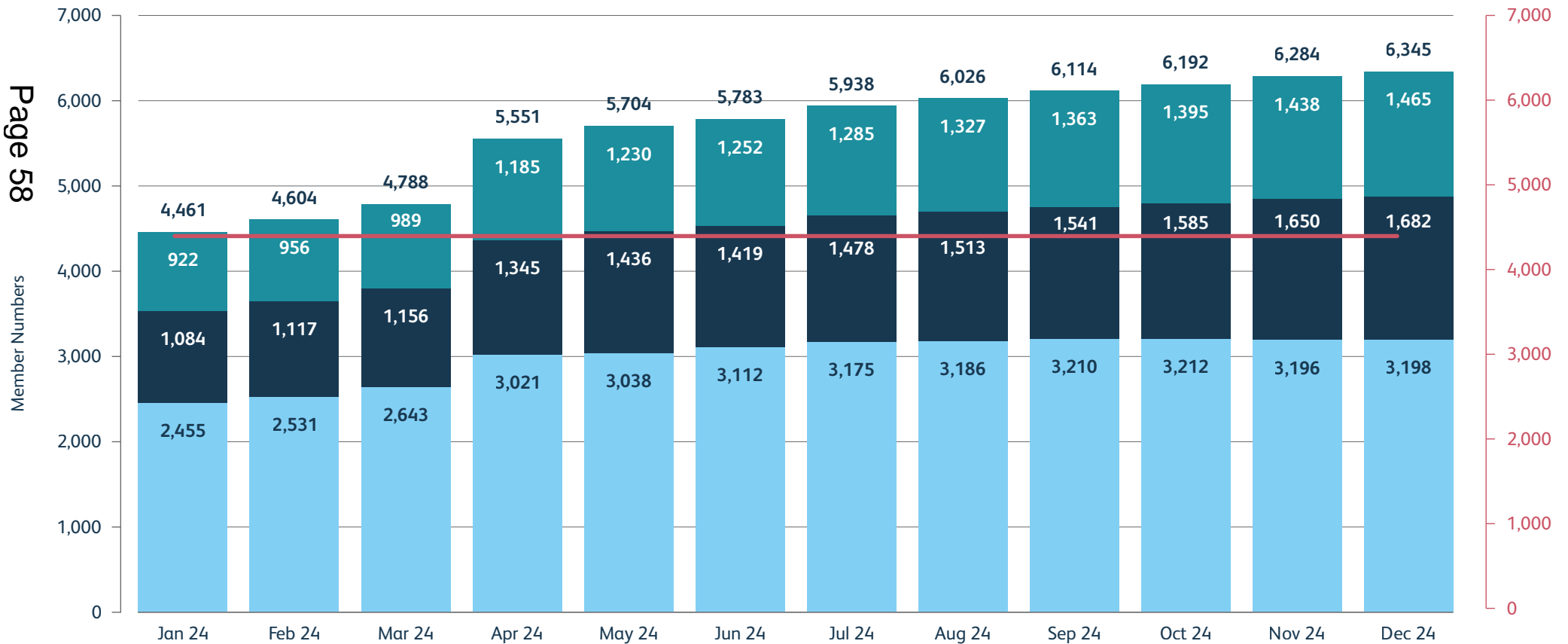
- Total members registered

▾ TOTAL MEMBERS REGISTERED

CLIENT SPECIFIC

Active Deferred Pensioner

— 4,395 (previous My Pension Online registrations as of October 2022)



Employer Engagement & Member Communication Activity

In this section...

- Delivered
- Scheduled
- Engagement communications (employers & members)

EMPLOYER ENGAGEMENT & COMMUNICATION ACTIVITY

DELIVERED

ALL LPPA

- Member training sessions were delivered, including Making Sense of Your (LGPS) Pension, and Making Sense of Your Retirement.
- Employer training sessions were successfully delivered including:
 - Monthly Returns (successfully submitting files and resolving data queries)
 - LGPS Scheme Essentials (including support with calculating final pay, CARE pay and assumed pensionable pay)
 - Employer Responsibilities (support with ongoing pension administration responsibilities)
 - Absence and Ill Health (support with managing different types of absence in the LGPS)
- Annual Allowance and Pension Saving Statement communications were issued to eligible members.
- Monthly Return reminders were issued, which included details of the 2025 triennial valuation (the importance of accurate and up-to-date data files, and the potential impact on employer contributions).
- Employers were issued an email with information on preparing for the triennial valuation (this included details on submitting pending leaver forms, and an invitation to sign up for additional training).
- Member communications were added to the LPPA website to coincide with national 'Get Online Week' campaign, with features on PensionPoint.
- The annual LPPA client forum (hybrid) took place in November, which was attended by representatives from all LG clients.

- The LPPA website was updated in Q3:
 - a. The complaints section was improved based on updates to the process provided by The Pension Ombudsman.
 - b. Information on divorce (and related pension queries)
 - c. Information on pension credits
 - d. Our pension scams webpage area was updated, including new videos
 - e. Information on employer administration responsibilities.
- Pension Pulse (employer newsletter) was issued in December with features on:
 - a. Assumed Pensionable Pay (what it is, what to do, how to calculate it)
 - b. 2025 triennial valuation (what you need to do)
 - c. Academy school conversions (why LPPA need to know)
 - d. LGA bulletins, and LPPA training sessions (how to book)
 - e. Regular monthly updates (the importance of on-time leaver notifications, monthly return deadlines etc).

SCHEDULED

ALL LPPA

- Employer communications highlighting deadlines for the submission of outstanding monthly returns will be issued, as the end of the 2024 / 25 financial year approaches.
- Pension Pulse (employer newsletter) will be issued in January with a key focus on employer responsibilities prior to the triennial valuation in 2025, and the potential impact on the actuarial process and employer contributions.
- Further improvements will be made to the LPPA pensions website.

Data Quality

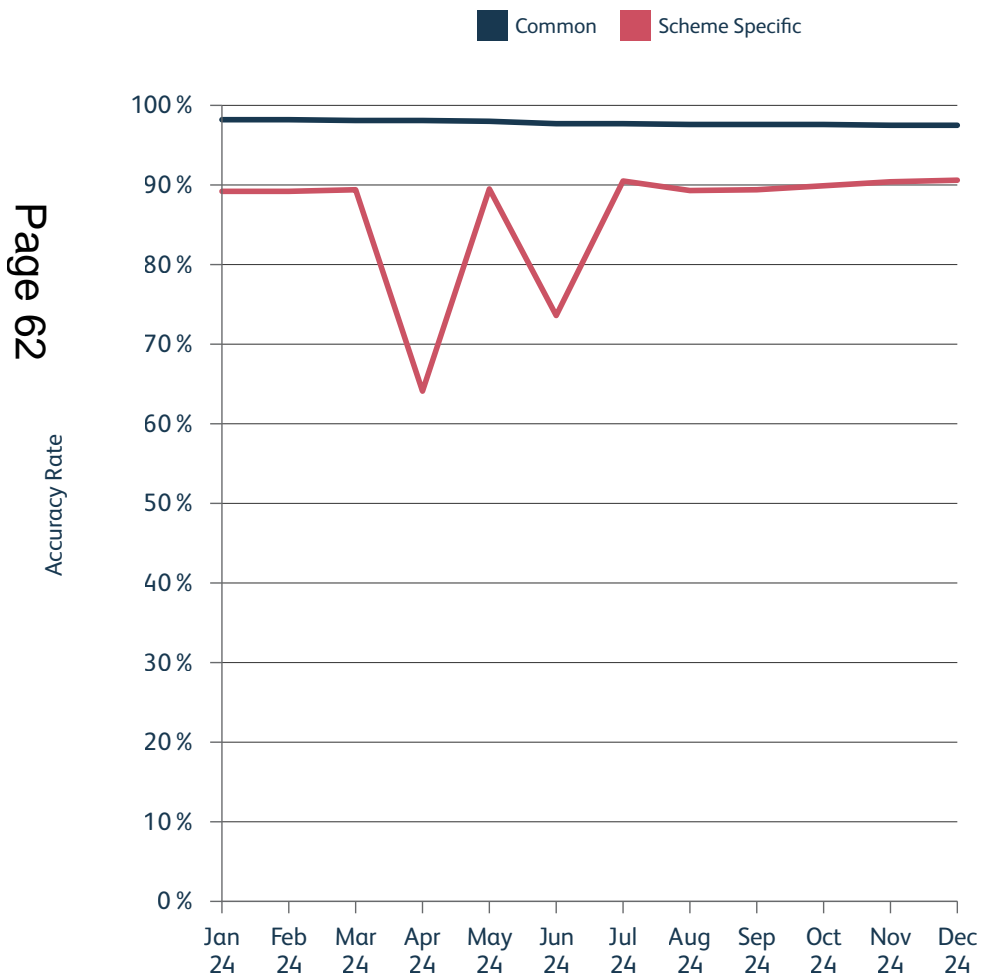
In this section...

- TPR data scores
- Common data
- Scheme specific data

DATA QUALITY

TPR DATA SCORES

CLIENT SPECIFIC



Please note:

Fall in Q1 Scheme Specific Data score is seasonal, and specifically related to the processing of Pensions Increase for deferred members and Annual Allowance calculations (which follow employer submission of data returns and ABS processing).

| | Common (Target 95%) | Scheme Specific (Target 90%) |
|--------|------------------------|---------------------------------|
| Jan 24 | 98.2% | 89.2% |
| Feb 24 | 98.2% | 89.2% |
| Mar 24 | 98.1% | 89.4% |
| Apr 24 | 98.1% | 64.1% |
| May 24 | 98.0% | 89.5% |
| Jun 24 | 97.7% | 73.6% |
| Jul 24 | 97.7% | 90.5% |
| Aug 24 | 97.6% | 89.3% |
| Sep 24 | 97.6% | 89.4% |
| Oct 24 | 97.6% | 89.9% |
| Nov 24 | 97.5% | 90.4% |
| Dec 24 | 97.5% | 90.6% |

END OF QUARTER DATA QUALITY

(TPR SCORES)

COMMON DATA

CLIENT SPECIFIC

| Data Item | Active | Deferred | Pensioner / Dependant |
|--|--------------|--------------|--------------------------|
| Invalid or Temporary NI Number | 0 | 6 | 16 |
| Duplicate effective date in status history | 4 | 23 | 8 |
| Gender is not Male or Female | 15 | 1 | 0 |
| Duplicate entries in status history | 17 | 35 | 17 |
| Missing (or known false) Date of Birth | 0 | 0 | 0 |
| Date Joined Scheme greater than first status entry | 3 | 3 | 0 |
| Missing Surname | 0 | 0 | 0 |
| Incorrect Gender for members title | 0 | 0 | 0 |
| Invalid Date of Birth | 2 | 0 | 0 |
| No entry in the status history | 3 | 0 | 0 |
| Last entry in status history does not match current status | 154 | 19 | 5 |
| Member has no address | 46 | 147 | 21 |
| Missing Forename(s) | 0 | 0 | 0 |
| Missing State Retirement Date | 15 | 1 | 0 |
| Missing postcode | 45 | 167 | 47 |
| Missing Date Joined Pensionable Service | 1 | 0 | 0 |
| Total Fails | 305 | 402 | 114 |
| Individual Fails | 235 | 227 | 82 |
| Total Members | 7,714 | 7,269 | 7,165 |
| Accuracy Rate | 97.0% | 96.9% | 98.9% |
| Total accuracy rate | | | 97.5% |

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SCHEME SPECIFIC DATA

CLIENT SPECIFIC

| Data Item | Fails |
|-------------------------------|---------------|
| Divorce Records | 0 |
| Transfer In | 29 |
| AVCs/Additional Contributions | 13 |
| Deferred Benefits | 5 |
| Tranches (DB) | 0 |
| Gross Pension (Pensioners) | 2 |
| Tranches (Pensioners) | 0 |
| Gross Pension (Dependants) | 8 |
| Tranches (Dependants) | 22 |
| Date of Leaving | 361 |
| Date Joined Scheme | 366 |
| Employer Details | 3 |
| Salary | 665 |
| Crystallisation | 81 |
| CARE Data | 58 |
| CARE Revaluation | 3 |
| Annual Allowance | 733 |
| LTA Factors | 253 |
| Date Contracted Out | 5 |
| Pre-88 GMP | 162 |
| Post-88 GMP | 336 |
| Total Fails | 3,105 |
| Individual Fails | 2,089 |
| Total Members | 22,148 |
| Accuracy Rate | 90.6% |

LPP


Local Pensions Partnership
Administration



LPP

Local Pensions Partnership
Administration

Efficiency & Service Improvement Programme (ESIP) - update



ESIP: Executive Summary

ESIP is focussing on 3 clearly defined areas this year including **Monthly Returns, Automation and Portal enhancements.**

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Process automation has been successfully delivered into 3 processes across 2 teams, **Early Leavers and Retirements**. This includes extra pre and post validations which reduce checking and improve quality. Automation is improving the member experience - As an example, since July, where we hold a valid e-mail address, can instantly access their deferred retirement quote once they have contacted LPPA compared with a manual SLA of 5 working days.

Portal focus is useability for members and employers which ultimately will improve data quality, reduce queries and increase satisfaction scores for both parties. **Documents are now uploaded to pension point rather than posted hard copy where it is possible.** Contact form functionality is being overhauled including online retirement forms.

Monthly Returns identified 54 key items to improve the world for employers submitting their monthly returns and query resolution from within the business. Working closely with the employers to ensure we drive significant change within this area through a phased approach. **Employers being up to date with their monthly return submissions will enable more processes to go through the automated route.**

Leaver Form Project. New project mobilised Aug 24 for all items relating to our Leaver Process. This will support data quality being captured from all employers and increases the volume of cases running through automation. It will simplify the leaver form and make them easier to complete.

Automated Chasing- We are looking at using automation to improve the chasing process and increase query resolution. This will have a direct impact on improving the member journey.



Retirement Journey Improvements

As part of LPPA’s Efficiency and Service Improvement Programme (ESIP), the business has focussed on improvements to the retirement journey for our members.

All stages of the retirement process have been improved:



This document outlines the changes made, and impact this will have on the overall journey.

Some changes are already in place, others are in progress, with the remainder scheduled for next year.

LPPA have focussed on three main areas to improve:

Date of Notification

Members who retire, where their employer submits the leaver notification at least 30 days before retirement, were on average 4 times more likely to be paid with 30 days of their retirement date. LPPA have been engaging with employers to drive notification at the earliest possible point in time.

Leaver Form

LPPA understand that the more straightforward the leaver form, the higher the likelihood of employers getting it right first time. LPPA have undertaken a proof of concept with our software provider Civica, to introduce intelligent leaver forms. Instead of a standard form template asking for all data, the form will first review what data it has on the members record and present that data to the user, to avoid unnecessary duplication. The full solution is scheduled to be delivered in Q4 2024.

Real Time Validations

One of main causes of delays to member retirements is where inaccurate information is provided on the leaver notification, and LPPA must go back to the employer to query the information. LPPA have undertaken a proof of concept with our software provider Civica, to validate the data on the form against both expected ranges, and the previous data from the member's record. Any irregularities will be notified to the employer in real time, with the opportunity provided for them to correct any errors or explain the reason for any discrepancies. The full solution is scheduled to be delivered in Q4 2024

Quotation Stage

- LPPA have undertaken substantial work on automating the quotation stage for both deferred members, and active members with only post-2014 service.
- Previously, a manual retirement quote had a 5 working day SLA.
- Now, where a deferred member calls the helpdesk for a quote, or where a quote is triggered by the member approaching their Normal Retirement Age, the system validates the record, undertakes the calculation, and provides the options to the member immediately. This change was delivered in July 2024.
- For active CARE only members, as soon as their employer submits the leaver notification, the system validates the record, undertakes the calculation, and provides the options to the member immediately. This change will be delivered in Q3 2024.



- LPPA has previously provided retirement quotations to members via letter, with these letters either posted to the members, or uploaded to the Pension Point member portal.
- This methodology had several flaws that could cause issues, such as post going missing or being delayed.
- It was also inconvenient for members to have to post or email the forms and copies of their certificates back to LPPA.
- Additionally, there was scope for error, with members missing sections or the forms or signatures, resulting in delays as the forms were sent back to the members for correction.
- LPPA have designed online forms, that allows members to make their election directly via the Pension Point member portal.
- This means the members receive their forms instantly, and as the forms are validated, mistakes are no longer possible. As members are also logged into the portal securely, hand-written signatures are also no longer required.
- These changes are due to go live in Q4 2024.

- LPPA has previously processed the payment stage of the retirement with a 5 working day SLA.
- The introduction of online forms will allow LPPA to automate the final calculation and setting up of payroll elements, following the member's election.
- Confirmation of the members retirement will also be provided to them immediately via the Pension Point member portal.
- The automation of the payment stage for deferred members is planned for Q4 2024, and the automation of the payment stage for CARE only active members is planned for Q1 2025.
- These changes will allow members to complete their full retirement, from quotation, to being set up on the payroll, within one working day. The previous manual processes would have taken a cumulative total of 10 working days for LPPA, plus any additional time if the documents were posted.





The chart shows the number of members being serviced by the automated process has now surpassed that of the manual process.

The table below shows that members who retire via the automated process have higher satisfaction scores.

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| Method | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied |
|-----------------------|----------------|-----------|---------|--------------|-------------------|
| All Retirements | 36% | 23% | 11% | 15% | 15% |
| Automated Retirements | 52% | 21% | 6% | 13% | 8% |

In addition to the changes outlined in this document, LPPA are also investigating future improvements, such as:

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Employer pay queries being sent via the employer portal, rather than by email



Member identification and verification being done digitally, mitigating the need for identification documents to be provided



Similar solutions for members of the Final Salary sections of the scheme



LOCAL PENSIONS BOARD

Subject Heading:

Pensions Administration Budget 2025/26

OMT Lead:

James Cocks
Assistant Director of Transactional People Services

Report Author and contact details:

Caroline Guyon
Pensions Projects and Contracts Manager
caroline.guyon@havering.gov.uk
01708 4323185

Policy context:

Local Government Pension Scheme Regulations 2013.

Financial summary:

The proposed budget for 2025/26 is £0.740m to be met by the Pension Fund. This is an increase of £92,000 on the original budget set for 2024/25

SUMMARY

The administration of the Havering Local Government Pension Scheme (LGPS) is provided via a shared service agreement with Lancashire County Council (LCC) who delegate the function to the Local Pensions Partnership Administration (LPPA).

This report details the LPPA's proposed budget for 2025/26 financial year of £0.740m, an overall increase of 14.14% from 2023/24, for agreement by Committee.

RECOMMENDATIONS

The Board are asked to:

- Note the 2024/25 budget of £0.740m for the provision of the LPPA pension administration service.

REPORT DETAIL

1. Background

- 1.1 From 1 November 2017, the London Borough of Havering delegated the pension administration service to Lancashire County Council who have engaged the Local Pensions Partnership Administration (LPPA) to undertake their pension portfolio. The Local Pensions Partnership was formed in 2016 through a collaboration between Lancashire County Council and the London Pensions Fund Authority and provides pension services to the Local Government Pension Scheme, Police and Firefighter Schemes
- 1.2 LPPA is a non-profit making entity and our contract with LCC is set on a full cost recovery basis, i.e. any surplus against the annual budget is refunded and any deficit is charged to the fund at the end of the financial year. LPPA on behalf of LCC, will propose the annual budget and it will be presented to officers, who will review before presenting to committee for approval.
- 1.3 Within the service agreement, the fund has the option to not agree the proposed budget, in such case the budget will be set at the current budget plus an increase based on Consumer Price Index (CPI) as at January. As set out in the terms of the arrangement, LCC operate a full cost recovery, so if LCC's actual costs are in line with their forecast and LBH agree to a lower budget based on CPI, LBH will be invoiced for the difference between the actual costs and the budget that was actually agreed.

- 1.4 Following receipt of the budget proposal officers met with the Operations Manager and Director of Finance in March 2025 to discuss the budget in further detail seeking to gain a full understanding of the rationale for the increase.
- 1.5 Due to timing of the session and subsequent information requested, officers were unable able to present a final budget position at March 2025 committee.

2. Budget Proposal for 2024-25

- 2.1 LPPA on behalf of LCC has proposed a budget for 2025-26 of £0.740m this is an increase of 14.14% on 2024-25, the increase is split in two parts;
- a. Increase in membership numbers
 - b. Increase in price per member

- 2.2 Table 1 below provides a summary of the split;

| | Number of Members | Rate per Member | Total Cost |
|------------------------------------|--------------------------|------------------------|-------------------|
| 2024-25 LPPA Administration Budget | 21,149 | £30.64 | £648,005.36 |
| 2025-26 LPPA Administration Budget | 22,078 | £33.50 | £739,613.00 |
| Difference (Amount) | 929 | £2.86 | £91,607.64 |
| Difference (Percentage) | 4.39% | 9.33% | 14.14% |

- 2.3 Membership numbers are taken in August of each year and used as the basis for the forthcoming budget proposal. The increase has been expected due to the continued growth in membership across the Havering pension fund, as reported in LPPA's quarterly performance reports.
- 2.4 The increase in price per member has been driven by a variety of factors' for the purpose of the report it has been grouped by;
- Inflationary/Increase in Employer National Insurance
 - Service Development
 - Data Quality
 - Legislative and Compliance Requirements

Inflationary Pressures

- a. Inflation related
 - i. Average wage increase has been 3%
 - ii. Average contract and Third Party Supplier cost increase – 2.6%

- b. National Insurance Employer Cost
 - i. In the 2024 Autumn Budget, Chancellor Rachel Reeves announced the rate of employers' National Insurance Contributions will increase from 13.8% to 15%, from April 2025. The level at which employers start paying NICs (the secondary threshold) will also reduce from £9,100 to £5,000 per year
 - 1. Factoring the early point for commencing paying National Insurance and the higher rate, LPPA estimated the impact to their wage bill would rise by approx. 3%

Service Development

- c. Demand on LPPA's services continue to increase each year, over the annual increase in membership numbers.
 - i. The membership numbers of the fund have increased by 4.39%, but the volume of cases and workload has increased above that number

| | |
|-------------|-------|
| Deaths | 8.6% |
| Retirements | 8.8% |
| Refunds | 24.1% |
| Deferred | 50.2% |

- d. Investment in technology supporting LPPA's Efficiency and Service Programme (ESIP) is how LPPA is seeking to mitigate the demand increases, the ESIP programme has seen;
 - i. Additional functionality for portal development for employers and members including recent introduction of employer self service estimates. Giving more oversight and control over data held by LPPA.
 - ii. Improvements to the monthly returns process, now means Employers no longer have to;
 - 1. Submit any starter or change of contract forms or leaver forms for members under the age of 55. This will have a positive impact on the member experience
 - 2. Submit a separate contribution reconciliation report to the Fund in addition to uploading their monthly return to LPPA.
- e. Additional budget continues to be ring-fenced for training and development to support resilience within workforce as experienced local government Pension Administration positions become more competitive to source.
- f. Positively LPPA are seeing reward for their training and development strategy with an improvement of 11% in their staff turnover, allowing them to remove the previous vacancy factor.

Data Quality

- g. Efficiencies via, automation and process improvements aim to offset the increase in demand, however one of the barriers to fully realising efficiencies is having accurate and timely data supplied to LPPA.
- h. LPPA have highlighted a growing risk which is the quality and timeliness of data provided by employers of the fund.
- i. This could be employers late with submitting the monthly returns, which may then delay the retirement processes.
- j. As the administering authority we will be to work with LPPA and engage with Havering employers where there are data issues.

Legislative Requirements

- k. Increase in costs incurred for compliance with statutory and regulatory requirements;
 - i. The McCloud remedy – The first phase of McCloud identified 4875 members who are potentially eligible for underpin addition to their pension. 1928 of these were active members and any underpin will be calculated at the date of the relevant event. The remainder have already had benefits calculated and now LPPA's role is to review each case to establish what, if any, underpin addition is due and recalculate the members' benefits.
 - ii. Pension Dashboard – this will enable individuals to access all their pension information (not just that held with Havering) online, securely and in one place with a view to supporting better planning for retirement. The connection date for public service pension schemes is October 2025, with a public access coming around October 2026.
- 2.5 The increase in membership numbers across the Havering Fund correlates to the reported increase in calls to LPPA's contact centre and number of cases across the various areas within LPPA.

3 Benchmarking and Scheme Advisory Board

- 3.1 Cllr Roger Phillips, Chair of Local Government Pension Scheme Advisory Board in January 2025 wrote to Chief Financial Officers, Pension Committee Chairs at Local Government Pension Scheme Administering Authorities, to draw attention to the recommendation in the Good Governance Review.

- 3.2 The recommendation, “each administering authority must ensure their committee is included in the business planning process. Both the committee and LGPS senior officer must be satisfied with the resource and budget allocated to deliver the LGPS service over the next financial year”
- 3.3 The letter acknowledges the pressures council are facing in delivering their services and how this should not impact decisions made in on the level of funds to ensure service delivery by the pension fund acknowledging it is a specialist area.
- 3.4 LPPA take part in an annual CEM Benchmarking Survey, which reviews the cost per member rates across 15 pension administrators (with 10 administering LGPS). Details of the latest survey results are found in Exempt Appendix 1.
- 3.5 The price per member rate for administration services, is the same rate per the other 10 local authority funds where LPPA provide LGPS administration services.

IMPLICATIONS AND RISKS

Financial implications and risks:

The cost of pension administration is recharged annually to the Fund, the contract costs from LCC are factored into the budget and any increase in contract costs, once agreed, the budget will be increased and the additional cost met within the Fund.

Legal implications and risks:

The Council has delegated its pension administration functions to LPPA by an agreement which provides for termination on either party giving 12 months' notice but is otherwise indefinite.

The provisions relating to price are as follows:

- i. For the duration of this arrangement, in September of each year Lancashire will send to Havering a proposed budget for the next financial year including detail of any increases or efficiency savings from previous years. Havering will either agree or offer an amended budget proposal. In the absence of agreement by both Parties the budget will remain as per the previous year plus an inflationary uplift per CPI as at September prior to the commencement of the budgetary year.

- ii. Once the proposed budget is agreed in principle, Havering will refer the proposed budget to its Pension committee or other appropriate body for approval. If approved the annual budget will be ring-fenced for Lancashire and transferred to Lancashire in twelve (12) equal monthly instalments. The actual budget spend will be monitored and reimbursed through a quarterly review process. At the end of each financial year any budgetary over or underspends will be adjusted accordingly.

As a result LPPA can propose a budgetary uplift of any value. As they are set up for full cost recovery the difference in the budget and the actual spend will always be adjusted with the authority.

It is open to the Council to not agree the budget proposal in which case it will be increased by CPI.

Human Resources implications and risks:

There appear to be no HR implications or risks arising directly as a result of this report

Equalities implications and risks:

The Public Sector Equality Duty (PSED) under section 149 of the Equality Act 2010 requires the Council, when exercising its functions, to have due regard to:

- a. the need to eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Equality Act 2010;
- b. the need to advance equality of opportunity between persons who share protected characteristics and those who do not, and;
- c. foster good relations between those who have protected characteristics and those who do not.

Note: 'Protected characteristics' are: age, sex, race, disability, sexual orientation, marriage and civil partnerships, religion or belief, pregnancy and maternity and gender reassignment.

The Council is committed to all of the above in the provision, procurement and commissioning of its services, and the employment of its workforce. In addition, the Council is also committed to improving the quality of life and wellbeing for all Havering residents in respect of socio-economics and health determinants. We will ensure that disabled people with sensory impairments are able to access the strategy.

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By virtue of paragraph(s) 3 of Part 1 of Schedule 12A
of the Local Government Act 1972.

Document is Restricted

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PENSIONS BOARD

Subject Heading:

Havering Pension Fund Communications
Plans 2024/2025 and 2025/26

OMT Lead:

James Cocks
Assistant Director of Transactional People
Services

Report Author and contact details:

Alex McMahan
Alexandra.McMahan@havering.gov.uk

Policy context:

Local Government Pension Scheme
Regulations 2013

SUMMARY

This report reviews the 2024/25 Communications Plan to evidence progress made since our last review (Appendix A and B).

It also provides the 2025/26 Communications Plans in accordance with the Communications Policy for the London Borough of Havering Pension Fund, in relation to the Local Government Pension Scheme (LGPS) which was agreed/published in November 2024. The Communications Policy will be reviewed again in November 2027.

The plans detail future key communications with stakeholders, the method and frequency of the communication (Appendix C and D).

There are plans for both Employers and Members

RECOMMENDATIONS

Board Members to note and feedback on the report.

REPORT DETAIL

1. Regulation 61 of the Local Government Pension Scheme Regulations 2013 requires an Administration Authority to prepare and publish a written statement covering communications with members and scheme employers.
2. The key objectives of the Communication Policy are to communicate in the most appropriate medium for the audience, educate the various stakeholders of the benefits of the LGPS and to improve the service our members receive.
3. There is a Plan for both Members and Employers setting out the information we intend to share on a monthly basis. The Plan is reviewed with the communications adjusted/amended if required to accommodate any time sensitive updates to scheme legislation.
4. Employer Communications is sent to targeted audiences in certain months in order to assist those Employers failing to meet expectations in a timely manner.
5. As part of the communications to prospective members, we ask Employers to distribute information to all staff detailing the benefits of being a member of the LGPS. We have also prepared and shared a factsheet on the 50/50

Section of the LGPS to raise awareness of this during these times of financial hardship and an increasing cost of living.

6. Success Measures – Members Communications

Previously we have looked at the number of Active Members with a Death Grant Nomination on file and the number of Active employees signed up to PensionPoint as an indicator of the effectiveness of our Member Communications. However, we have come to realise with the ever changing status of members records i.e. moving from active to deferred/pensioner this is not a true reflection of any progress made therefore we have worked with LPPA and will now look at New PensionPoint registrations and nominations over a period of time. You will see this on the 2025/2026 Members Communication plan.

7. Success Measures – Employer Communications

In the past few months, we closely monitored our Employer’s submissions of the Monthly Data Returns and the clearing of any subsequent Queries raised in order to ensure good data for the upcoming Fund Valuation. I am pleased to report that this has proved successful and this can be measured by the continued timely submission of Monthly Data Returns and the number of resulting queries is decreasing.

IMPLICATIONS AND RISKS

Financial implications and risks:

There is a risk of breaching the Fund’s statutory obligations if communications with its scheme members, member representatives, prospective members and scheme employers is not met.

Budgetary provisions are available and any communication costs are met by the Pension Fund either as a direct charge to the fund, via contract costs from the third party administrative provider or as recharge from the Council.

Legal implications and risks:

The relevant legal duties are set out in the body of the Report and there are no other apparent legal implications.

Human Resources implications and risks:

There appear to be no HR implications or risks arising directly as a result of this report.

Equalities implications and risks:

The policy states that requests for documents in alternative font, format and language can be accommodated.

The Public Sector Equality Duty (PSED) under section 149 of the Equality Act 2010 requires the Council, when exercising its functions, to have due regard to:

- (i) the need to eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Equality Act 2010;
- (ii) the need to advance equality of opportunity between persons who share protected characteristics and those who do not, and;
- (iii) foster good relations between those who have protected characteristics and those who do not.

Note: 'Protected characteristics' are: age, sex, race, disability, sexual orientation, marriage and civil partnerships, religion or belief, pregnancy and maternity and gender reassignment.

The Council is committed to all of the above in the provision, procurement and commissioning of its services, and the employment of its workforce. In addition, the Council is also committed to improving the quality of life and wellbeing for all Havering residents in respect of socio-economics and health determinants. We will ensure that disabled people with sensory impairments are able to access the strategy.

LB HAVERING PENSION FUND - MEMBER COMMUNICATION PLAN 2024/25

The key objectives of the communications policy are: • To improve the understanding of members, their representatives and perspective members of the benefits of the Local Government Pension Scheme

- Assist Scheme employers in understanding their roles and responsibilities within the LGPS and to provide guidance and support
 - To improve the service that Pension Fund Members receive
 - Use plain English for all communications

- Identify and use the most appropriate communication method to take account of stakeholders' different needs
 - To communicate in the most effective and cost efficient way

| Time line: | Date Requested/ Sent: | Audience: | Method of distribution: | Overview: | Detail: | Links: |
|------------|----------------------------|----------------------------|--|--|--|---|
| April | 16/04/2024 | LBH CORPORATE | GlobalEmail | Useful Links and Contact details: LPP Contact details - reminder that pensions administration is outsourced. | Details of LPPA shared for those in LGPS. Advertised their training. | PensionPoint - Log in to your LPPA online portal - Home (lppapensions.co.uk) |
| May | was awaiting intranet | LBH CORPORATE | GlobalEmail | Benefits of LGPS - encouraging new members | Share 10 Good Reasons to join LGPS and details on 50/50 scheme. | |
| | | Scheduled | Email to employer to be distributed | | | |
| | | LA Schools | HES Newsletter | | | |
| June | | LBH CORPORATE | GlobalEmail | Corporate LBH email - get our own staff on pensionpoint, expressions of wish | Follow up with LPPA to measure success | Forms & documents • Local Pensions Partnership Administration (lppapensions.co.uk) |
| July | 24/07/2024 | LBH CORPORATE | GlobalEmail | Planning for Retirement - Pension Point | Link in any online training LPPA are offering at the time. Retirement Planning Guide, Retirement Factsheet. | |
| | 24/07/2024 | Scheduled/ Admitted Bodies | Email to employer to be distributed | | | |
| | 24/07/2024 | LA Schools | HES Newsletter | | | |
| Aug | 28/08/2024 | LBH CORPORATE | GlobalEmail | Factsheet on 50/50 and Benefits of the Scheme, for intranet and to Employers to filter down. | | |
| | 28/08/2024 | Scheduled/ Admitted Bodies | Email to employer to be distributed | | | |
| Sept | 18/09/2024 | Public | Website/Intranet Update | ABS's ONLINE REMINDER & Expression of Wish | Pensions Awareness Day feels like a great opportunity to remind you about the benefits of being a member of the Local Government Pension Scheme. Etc | |
| | 18/09/2024 | LBH CORPORATE | GlobalEmail | | | |
| | 18/09/2024 | Scheduled/ Admitted Bodies | Email to employer to be distributed | | | |
| | 18/09/2024 | LA Schools | HES Newsletter, or email to Headteachers for cascade | | | |
| Oct | 17/10/2024 | Affected Staff | Targeted Email | Annual Allowance - Pension Savings Statements go out | | |
| Nov | 09/12/2024 | Public | Website/Intranet Update | Register for PensionPoint & Changes to Budget - potential inheritance tax rules on LGPS Death Grants | | |
| | 09/12/2024 | LBH CORPORATE | GlobalEmail | | | |
| | 09/12/2024 | Scheduled/ Admitted Bodies | Email to employer to be distributed | | | |
| | 09/12/2024 | LA Schools | HES Newsletter | | | |
| Dec | | LBH CORPORATE | GlobalEmail | Useful Links and Contact details: LPP Contact details - reminder that pensions administration is outsourced. Expressions of Wish | Provide details of latest LPPA newsletter (Contact Judith Richards at LPPA for latest). PensionPoint, LPPA Contact Us. LGPS Members website | PensionPoint - Log in to your LPPA online portal - Home (lppapensions.co.uk) Forms & documents • Local Pensions Partnership Administration (lppapensions.co.uk) Contact us • Local Pensions Partnership Administration (lppapensions.co.uk) |
| | | Scheduled/ Admitted Bodies | Email to employer to be distributed | | | |
| | | LA Schools | HES Newsletter | | | |
| Jan | 22/01/2025 | LBH CORPORATE | GlobalEmail | Planning for Retirement - amendment to factsheet re pensionwise appointments for those with AVCs. Details of this service given in body of email | Link in any online training LPPA are offering at the time. Retirement Planning Guide, Retirement Factsheet. | |
| | 22/01/2025 | Scheduled/ Admitted Bodies | Email to employer to be distributed | | | |
| | 22/01/2025 | LA Schools | HES Newsletter | | | |
| Feb | 28/02/2025 | LBH CORPORATE | GlobalEmail | Benefits of LGPS - encouraging new members. Auto Enrolment is Coming - Schools and Corporate only | Share 10 Good Reasons to join LGPS and details on 50/50 scheme. | |
| | 28/02/2025 | Scheduled | Email to employer to be distributed | | | |
| | 28/02/2025 | LA Schools | HES Newsletter | | | |
| March | 26/03/2025 | LBH CORPORATE | GlobalEmail | PensionPoint, online retirement forms etc & Transfer deadline reminder | | |
| | 26/03/2025 | Scheduled | Email to employer to be distributed | | | |
| | 26/03/2025 | LA Schools | HES Newsletter | | | |
| | 28/03/2025 | Public | Website/Intranet Update - Big News | | | |

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LB HAVERING PENSION FUND - EMPLOYER COMMUNICATION PLAN 2024/25

Our aims for communicating with our scheme employers are: 1) to improve relationships 2) to assist them in understanding their role as a scheme employer 3) to assist them in understanding funding/cost requirements 4) to work together to achieve accurate scheme actuary data submissions 5) to ensure smooth staff transfers 6) to improve the service our pension fund members receive

| Timeline: | Date Sent | Audience: | Overview: | Detail: | Links: |
|-----------|----------------------------|-------------------|---|--|---|
| April | 29/04/2024 | Targeted Audience | Telephone and Email chasers for Discretions Policy Documents | Following my last email of 5th March, telephone chasers and emails where necessary sent. | |
| | 30/04/2024 | Targeted Audience | REMINDER for Monthly Return No 12 submission - New EOY process and to clear any existing queries. | Reminder to employers to submit final Monthly Return. | https://www.lppapensions.co.uk/employers/ |
| May | 24/05/2025 | ALL | Introduction of Employer Handbook and reminder of PAS and Charging Schedule. Offer early engagement and assistance. | Draft a return document for employers to declare their understanding and agreement. Collect contact details and any other useful info from employers. Including Automatic Enrolment dates in order to create a register for future monitoring. | |
| June | 25/06/2024 | SCHEDULED BODIES | Tupe & outsourcing and Havering website | Havering Pension website provides information specific to Havering Fund members such as our retirement process factsheet and planning guide, IDR policy, Annual report and accounts and information about the Local Pensions Board. | LGPS Pension Administration The London Borough Of Havering |
| July | 16/07/2024 | Targeted Audience | Chasing up Employer Guide forms and Discretions | | |
| August | 27/08/2024 | ALL | LPPA Training, LGA - Fundamentals training and workshops. LGPS Regs website - bitesize training. | Refer employers to LGPS website for LGA bitesize training. Also included contact details for LPPA | https://www.lgpsregs.org/employer-resources/employer-bite-size-training.php |
| September | 18/09/2024 | ALL | Reminder ABS's are online. Encourage contact with members to complete expression of wish. Flyer for EoW produced and sent. 50/50 section factsheet. | Follow up with LPPA to measure success | |
| October | 15/10/2024 | ALL | Get Ready for Valuation - importance of monthly returns and clean data. | 2 batches of emails sent, one to those employers that have acknowledged the Employer Responsibility Guide and one to those that we are still awaiting the form. | |
| November | 06/11/2024 | ALL | Employer Forum | The LPPA website provides specification, guides and links to training | https://www.lppapensions.co.uk/employers/ |
| December | 17/12/2024 | Targeted Audience | Get Ready for Valuation - importance of monthly returns and clean data. | | |
| January | 28/01/2025 | ALL | Get Ready for Valuation - importance of monthly returns and clean data. | | |
| February | 14/02/2025 | ALL | Get Ready for Valuation - importance of monthly returns and clean data. | | |
| February | 28/02/2025 | ALL | Year End. New Financial Year Info - LGA. Contributions Rates - New Monthly Cont Reconciliation process. Reminder of PAS and impact | Attach new contribution bands for employee contributions. Reminder - Your employer rate may change from 01/04/2025 therefore please check your Rates and Adjustment Certificate for the correct percentage. | |
| March | 19/03/2025 | ALL | Get Ready for Valuation - importance of monthly returns and clean data. Threaten PAS | | |

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LB HAVERING PENSION FUND - MEMBER COMMUNICATION PLAN 2025/26

- The key objectives of the communications policy are:
- To improve the understanding of members, their representatives and perspective members of the benefits of the Local Government Pension Scheme
 - Assist Scheme employers in understanding their roles and responsibilities within the LGPS and to provide guidance and support
 - To improve the service that Pension Fund Members receive
 - Use plain English for all communications
 - Identify and use the most appropriate communication method to take account of stakeholders' different needs
 - To communicate in the most effective and cost efficient way

| Time line: | Date Requested/ Sent: | Audience: | Method of distribution: | Overview: | Detail: | Links: | New PensionPoint registrations & EoW Take Up |
|------------|-----------------------|----------------------------|--|--|--|---|--|
| April | | | Intranet Update | Auto Enrolment is Coming - 1st May- Benefits of LGPS | Share 10 Good Reasons to join LGPS and details on 50/50 scheme. | | Q4: A-118, B-4, D-88, P-37 |
| | | LBH CORPORATE | GlobalEmail | | | | |
| | | LA Schools | HES Newsletter | | | | |
| May | | LBH CORPORATE | GlobalEmail | Transfer deadline reminder | 12 months from joining to bring in any previous pension entitlements | | request EoW take up |
| | | Scheduled/ Admitted Bodies | Email to employer to be distributed | | | | |
| | | LA Schools | HES Newsletter | | | | |
| June | | LBH CORPORATE | GlobalEmail | Corporate LBH email - get our own staff on pensionpoint, expressions of wish | Follow up with LPPA to measure success | Forms & documents • Local Pensions Partnership Administration (lppapensions.co.uk) | |
| July | | LBH CORPORATE | GlobalEmail | Planning for Retirement - Details of PensionWise service for AVC members | Link in any online training LPPA are offering at the time. Retirement Planning Guide, Retirement Factsheet. | | |
| | | Scheduled/ Admitted Bodies | Email to employer to be distributed | | | | |
| | | LA Schools | HES Newsletter | | | | |
| Aug | | LBH CORPORATE | GlobalEmail | Factsheet on 50/50 and Benefits of the Scheme, for intranet and to Employers to filter down. | | | |
| | | Scheduled/ Admitted Bodies | Email to employer to be distributed | | | | |
| Sept | | Public | Website/Intranet Update | ABS'S ONLINE REMINDER & Expression of Wish | Pensions Awareness Day feels like a great opportunity to remind you about the benefits of being a member of the Local Government Pension Scheme. Etc | | |
| | | LBH CORPORATE | GlobalEmail | | | | |
| | | Scheduled/ Admitted Bodies | Email to employer to be distributed | | | | |
| | | LA Schools | HES Newsletter, or email to Headteachers for cascade | | | | |
| Oct | | Affected Staff | Targeted Email | Annual Allowance - Pension Savings Statements go out | | | Q2 PensionPoint results |
| Nov | | LBH CORPORATE | GlobalEmail | Register for PensionPoint - Transfer deadline reminder | | | |
| | | Scheduled/ Admitted Bodies | Email to employer to be distributed | | | | |
| | | LA Schools | HES Newsletter | | | | |
| Dec | | LBH CORPORATE | GlobalEmail | Useful Links and Contact details: LPP Contact details - reminder that pensions administration is outsourced. Expressions of Wish | Provide details of latest LPPA newsletter (Contact Judith Richards at LPPA for latest). PensionPoint, LPPA Contact Us. LGPS Members website | PensionPoint - Log in to your LPPA online portal - Home (lppapensions.co.uk) Forms & documents • Local Pensions Partnership Administration (lppapensions.co.uk) Contact us • Local Pensions Partnership Administration (lppapensions.co.uk) | |
| | | Scheduled/ Admitted Bodies | Email to employer to be distributed | | | | |
| | | LA Schools | HES Newsletter | | | | |
| Jan | | LBH CORPORATE | GlobalEmail | Planning for Retirement - Details of PensionWise service for AVC members | Link in any online training LPPA are offering at the time. Retirement Planning Guide, Retirement Factsheet. | | |
| | | Scheduled/ Admitted Bodies | Email to employer to be distributed | | | | |
| | | LA Schools | HES Newsletter | | | | |
| Feb | | LBH CORPORATE | GlobalEmail | Benefits of LGPS - encouraging new members. | Share 10 Good Reasons to join LGPS and details on 50/50 scheme. | | |
| | | Scheduled | Email to employer to be distributed | | | | |
| | | LA Schools | HES Newsletter | | | | |
| March | | LBH CORPORATE | GlobalEmail | Transfer deadline reminder | | | |
| | | Scheduled | Email to employer to be distributed | | | | |
| | | LA Schools | HES Newsletter | | | | |

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LB HAVERING PENSION FUND - EMPLOYER COMMUNICATION PLAN 2025/26

Our aims for communicating with our scheme employers are: 1) to improve relationships 2) to assist them in understanding their role as a scheme employer 3) to assist them in understanding funding/cost requirements 4) to work together to achieve accurate scheme actuary data submissions 5) to ensure smooth staff transfers 6) to improve the service our pension fund members receive

| Timeline: | Date Sent | Audience: | Overview: | Detail: | Links: |
|-----------|-----------|---------------------------|--|---|---|
| April | | Targeted Audience | REMINDER for Monthly Return No 12 submission - New EOY process - and to clear any existing queries. | Reminder to employers to submit final Monthly Return. | https://www.lppapensions.co.uk/employers/ |
| | | ALL | Ill Health Insurance Guide and contact details for Hymans | Share the technical guide and inform employers that if they wish further information about the insurance then they should contact Hymans Robertson's IHLI team at IHLI@hymans.co.uk. Our team can then provide a quotation which will include further information about the product and how it works. | Ill health liability insurance plan for local government pension schemes |
| May | | ALL - Personalised Emails | RAG Rating Monthly Returns and Queries, PAS and Charging Schedule | | |
| June | | SCHEDULED BODIES | Tupe & Outsourcing and Havering website | Havering Pension website provides information specific to Havering Fund members such as our retirement process factsheet and planning guide, IDR policy, Annual report and accounts and information about the Local Pensions Board. | LGPS Pension Administration The London Borough Of Havering |
| July | | ALL - Personalised Emails | RAG Rating Monthly Returns and Queries | | |
| August | | ALL | LPPA Training, LGA - Fundamentals training and workshops. LGPS Regs website - bitesize training. | Refer employers to LGPS website for LGA bitesize training. Also included contact details for LPPA | https://www.lgpsregs.org/employer-resources/employer-bite-size-training.php |
| September | | ALL | Reminder ABS's are online. Encourage contact with members to complete expression of wish. EoW & 50/50 section factsheet. | Follow up with LPPA to measure success | |
| October | | ALL | Offer UPM Support and Demo to Employers | | |
| November | | ALL | Employer Forum | The LPPA website provides specification, guides and links to training | https://www.lppapensions.co.uk/employers/ |
| December | | Targeted Audience | Reminder of Employer Handbook, PAS and Charging Schedule PLUS FORM TO RETURN | Chaser for outstanding Employer form concerning Employer Handbook, Contact details, discretions etc | |
| | | ALL | Reminder of Employer Handbook, PAS and Charging Schedule. | | |
| January | | ALL | Discretions - Annual Review | Review existing Discretions and confirm if still appropriate, email is sufficient. If changes needed, request new document. | Discretions • Local Pensions Partnership Administration (lppapensions.co.uk) |
| February | | ALL - Personalised Emails | RAG Rating Monthly Returns and Queries | | |
| February | | ALL | Year End. New Financial Year Info - LGA. Contributions Rates | Attach new pay and contributions schedule and new contribution bands for employee contributions. Reminder - Your employer rate may change from 01/04/2026 therefore please check your Rates and Adjustment Certificate for the correct percentage following Fund Valuation | |
| March | | Targeted Audience | Discretions - Annual Review - CHASER | Chase any Employers outstanding | Discretions • Local Pensions Partnership Administration (lppapensions.co.uk) |

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LOCAL PENSIONS BOARD

4 March 2026

Subject Heading:

Review of Pension Committee Papers

SLT Lead:

Kathy Freeman Strategic director of Resources

Report Author and contact details:

Debbie Ford
Pension Fund Manager (Finance)
01708432569
Debbie.ford@havering.gov.uk

Policy context:

Oversight and Scrutiny with respect to decisions taken by the Pension Committee

Financial summary:

None directly

SUMMARY

The Pension Board is invited to note the reports from the Pension Committee meetings held on the 10 December 2024 and 18 March 2025.

Reports presented to Pensions Committee provides evidence to the Board as to the Fund's compliance with scheme regulations relating to the governance and administration of the scheme.

RECOMMENDATIONS

1. To note the report.

REPORT DETAIL

1. Background

The papers from the most recent Pension Committee meeting are available online on the council's website: [Pensions Committee 10 December 2024](#) and [Pensions Committee 18 March 2025](#) with the exception of exempt papers, which can be made available on request. **Highlights of all papers are covered below:**

2. 10 December 2024 (5 reports):

2.1 Pension Fund Performance Monitoring for the quarter ending 30 September 2024 (Agenda Item 6).

(a) Report presented to Pensions Committee provides evidence to the Board as to the Fund's compliance with scheme regulations relating to the governance and administration of the scheme and to provide assurances that its monitoring processes are in line with TPR best practice.

(b) *TPR Best practice includes:*

Having procedures in place to monitor their scheme's investments and performance:

- these procedures should compare investment performance against the stated investment principles at least quarterly*
- these procedures should consider fees and costs and whether they are justified*
- these procedures should consider investment returns both before and after fees, and against relevant benchmarks*
- these procedures should consider fees and costs and whether they are justified*

Set expectations for their investment managers to:

- ensure monitoring information is prepared and considered at least quarterly and at shorter intervals as appropriate for the size and complexity of your scheme*
- compare net investment returns to any relevant market or industry benchmarks*
- consider environmental, social and governance (ESG) factors, including shareholder engagement,*

(c) The following is a summary of evidence to support the above:

(d) The Committee considered the quarterly investment performance of the Fund covering the quarter as at 30 September 2024.

- (e) The Fund's asset value at 30 Sept 2024 was £998.5m compared with £983.70m at 30 June 2024; an increase of £14.8m. This movement is attributable to an increase in asset values £5.9m and increase in cash & currency £8.9m.
- (f) The Fund has appointed Northern Trust (NT) as the Fund's custodian and performance measurer. They produce both monthly and quarterly performance reports showing returns against the tactical benchmark (set for each fund manager) and strategic benchmarks (used to assess the expected fund liabilities and gives an indication of whether the funding level has improved or weakened).
- (g) The Fund's performance of 1.5% was marginally behind the tactical benchmark at -0.2% and marginally behind the strategic benchmark over the quarter by -0.3% and outperformed the benchmark over the 3-year period by 12.0%.
- (h) The NT performance reports are used by our Investment Advisor (Hymans) and feeds into their quarterly monitoring reports, where performance is also compared against the strategy targets. Hymans report, pages 17-28 refer. Full details of the Fund's asset allocation and individual manager performance are included within the committee papers pack - Appendix A.
- (i) Hymans attend the Pensions Committee quarterly to present their report and this report also provides an overview of markets and any impacts this has had on performance. In advance of the committee meeting they are sent the presentation pack of the fund manager attending in order to prepare questions and challenges to the fund manager. Hymans will also highlight any performance concerns to the committee and offer advice if any further actions are necessary
- (j) At each reporting cycle meeting the committee will invite a fund manager to attend the meeting. The manager who attended the meeting was **UBS – UK Property Manager**. They manage the **Triton Property Fund**. UBS report (exempt) has been separately distributed to Board members on the 4 February 2025.
- (k) Total Value of UBS Triton Fund is £50m. The fund outperformed its benchmark over the quarter by 0.9%, underperformed by -1.9% over the last 12 months and outperformed over 3 years by 0.3%.
- (l) Fund Performance driven by sector strategy. Main attribution came from Industrials and worst performance came from Offices.
- (m) The Fund Manager also reported its ESG programme.
- (n) **London CIV**
The Funds holds 59% of its assets within the London Collective Investment Vehicle (LCIV), five mandates directly managed by LCIV (40%) and three indirectly managed by Legal & General (19%). The governance of

investments held within LCIV is their responsibility but it is crucial that the Fund has assurances that the governance arrangements are robust and regular communication and contact is maintained.

- (o) LCIV produce Quarterly Investment reports, which includes an Investment Summary with valuation and performance data for each of our holdings and an update on activities at London CIV, a market update and Fund commentary from the London CIV Investment Team as well as key portfolio data and a summary of ESG activity during the quarter.
- (p) The Fund receives monthly transactions and investment statements from the LCIV custodian which are used to reconcile against the Funds custodian reports.
- (q) The LCIV hosts Virtual weekly “coffee with the Chief Investment Officer (CIO). Opportunity to share news or in-depth discussions on a fund manager or asset classes. Attended by Officers, recordings available.
- (r) LCIV also hosts monthly business update meetings, which include updates from LCIV Chief Officers and includes covering current fund offerings, fund performance; fund updates (including those funds for which enhanced monitoring is in place) and the pipeline for new fund launches. In addition, relevant topical issues are included as appropriate. Attended by Officers, recordings available.
- (s) All Havering investments funds are on ‘normal’ monitoring status.
- (t) In depth reviews are held annually unless there are concerns about performance whereby the reporting cycle is reduced to six months, Closer six monthly monitoring is in place for the Absolute Return Fund, in which Havering invests.
- (u) Two Investor Update meetings covering LCIV Global Bond Fund and LCIV Global Alpha Paris Aligned Fund were held during November. LCIV use traffic light for rating the managers and these scores was explained during the meeting as well as any concerns.
- (v) There were some staffing changes reported to the committee:
 - **Brian Lee**, Chief Financial Officer at the Company will be leaving at the end of October.
 - **Darren Gray** has been appointed as Interim Finance Director whilst the recruitment process is ongoing.
 - **Cameron McMullen**, Client Relations Team Manager will be leaving on the 07 November 2024.
 - **Sian Kunert**, Client Relations Manager joins LCIV from East Sussex County Council in January 2025,
 - **Tim Mpofo**, currently Head of Pensions and Treasury at the London Borough of Haringey will be joining London CIV in January 2025, in the newly-created role Head of Partner Fund Solutions.

- (w) The Committee was provided with LGPS updates, as follows:
- **LGPS – Fit for The Future consultation** – Deadline to respond was the 16 January 2025. Having response distributed to the Board via email 4 February 2025.

2.2 Taskforce for Climate-Related Financial Disclosures (TCFD) – Report for year ending 31 March 2024 (Agenda item 7)

- (a) **Committee agreed the TCFD report for period ending 31 March 2024.**
- (b) The purpose of the report is to set out the Fund approach with reporting against the 11 climate-related disclosures under the scope of the TCFD framework.
- (c) It was originally announced that the UK would make TCFD aligned disclosures mandatory by 2025. We are still awaiting implementation of these reporting obligations so the Committee continues to report on a voluntary basis. This is the fourth report produced by the Fund.
- (d) **Report presented to Pensions Committee provides evidence to the Board as to the Fund’s compliance with scheme regulations relating to the governance and administration of the scheme**

2.3 Investment Strategy Update- Equity Portfolio Review (Agenda Item 8)

- (a) **Committee agreed to reduce the allocation to the LCIV Global Alpha Growth Paris Aligned Fund from 15% to 12.5%**
- (b) **Committee agreed to increase the allocation to LGIM Future World Fund from 10% to 12.5%**
- (c) The report includes the outcome of a review of the Funds Equity portfolio by the Funds investment consultant, to assess whether the current allocation remains appropriate and includes outlines of their key recommendation.
- (d) UPDATE: Money was transferred in January 2025
- (e) **Report presented to Pensions Committee provides evidence to the Board as to the Fund’s compliance with scheme regulations relating to Funding and Investment Governance.**

2.4 Service Review of the Pension Fund Custodial & Performance Monitoring Service - 1 October 2023 to 30 September 2024 (Agenda Item 9)

- (a) **Committee noted the views of officers on the performance of the Custodian and Performance Measurement Service.**
- (b) **Agreed to the commencement of tendering for a new Custodial services contract using the National Framework for Custodial Services.**
- (c) **Committee agree to join the National Framework at the cost of £8,000.**
- (d) Services are reviewed annually to ensure that the fund is receiving value for money and to meet post contract award procedures.
- (e) Officers assessed the service against a set of criteria and adopts the RAG rating method to define Red (Unfavourable). Amber (Neutral – may require further monitoring) Green (Favourable output). Northern Trust scored Green against all criteria and have no concerns about service provided.
- (f) The current contract expires on the 30 September 2026. The committee agreed to commence the procurement process for a new contract and join the LGPS National Framework for Custodian and Performance Measurement Service (cost £8,000). The framework was closed in February 2024 but this has subsequently been extended to February 2026 whilst consideration is given to examine the requirements and decide whether to re-let this Framework.
- (g) Early authorisation was sought to aid resource planning as there are two other contracts due for renewal in 2026, this being the Investment Consultancy Services and Actuarial Services, which were both agreed by Pensions Committee at the 5 November 2024 meeting.
- (h) **Report presented to Pensions Committee provides evidence to the Board as to the Fund's compliance with scheme regulations relating to the governance and administration of the scheme and TPR General Code of Practice for Advisors and Service Providers.**

2.5 Havering Pension Fund Pensions Administration Strategy and Charging Policy (Agenda item 10)

- (a) **Committee agreed the Pensions Administration Strategy for a further 3-year period (or earlier if required to reflect changes in regulation).**
- (b) **Committee agreed the Charging Policy for a further 3 years.**
- (c) **Pensions Administration Strategy (PAS) – sets out performance standards that the administering authority and scheme employers should meet and an escalation process for unsatisfactory performance.**

- (d) **Charging Policy** – provides guidance on charges associated with being an employer in the LGPS and provide clarity on who is responsible for meeting those costs.
- (e) Both Policies were sent to all scheme members on 14 October for consultation with feedback requested by 8 November 2024.
- (f) One employer commented that non-compliance may be as a result of their payroll provider not submitting information on time. The responsibility of ensuring the Fund receive the information required to administer the scheme sits with the scheme employer, and not their chosen payroll provider so no update to the PAS has been made following the feedback. We have however, initiated a support programme for all employers to demonstrate how they can access the LPPA portal to provide an overview of the performance of their payroll team
- (g) **Report presented to Pensions Committee provides evidence to the Board as to the Fund’s compliance with scheme regulations relating to the governance and administration of the scheme and TPR General Code of Practice – information to Members**

3. 18 March 2025 (3 reports):

3.1 Pension Fund Performance Monitoring for the quarter ending 31 December 2025 (Supplementary agenda Item 6).

- (a) **Report presented to Pensions Committee provides evidence to the Board as to the Fund’s compliance with scheme regulations relating to the governance and administration of the scheme and to provide assurances that its monitoring processes are in line with TPR best practice.**
- (b) *TPR Best practice includes:*
Having procedures in place to monitor their scheme’s investments and performance:
 - *these procedures should compare investment performance against the stated investment principles at least quarterly*
 - *these procedures should consider fees and costs and whether they are justified*
 - *these procedures should consider investment returns both before and after fees, and against relevant benchmarks*
 - *these procedures should consider fees and costs and whether they are justified**Set expectations for their investment managers to:*
 - *ensure monitoring information is prepared and considered at least quarterly and at shorter intervals as appropriate for the size and complexity of your scheme*

- *compare net investment returns to any relevant market or industry benchmarks*
 - *consider environmental, social and governance (ESG) factors, including shareholder engagement,*
- (c) The following is a summary of evidence to support the above:
- (d) The Committee considered the quarterly investment performance of the Fund covering the quarter as at 31 December 2024.
- (e) The Fund's asset value at 31 Dec 2024 was £1,018.6m compared with £998.50m at 30 Sept 2024; an increase of £20.1m. This movement is attributable to an increase in asset values £51.8m and a decrease in cash & currency £31.7m.
- (f) The increase in valuation is primarily due to the Fund's allocation to 'Growth' assets – as equity allocations generated positive returns over the period, particularly as US equities continued to outperform following Trump's presidential victory (i.e. with expectations of tax cuts, deregulation, a more US nationalist trade policy) and their exposure to the Technology sector.
- (g) Cash was used to rebalance underweight positions to target during the quarter using cash withdrawn from Havering Treasury (£10m) and Northern Trust (£30m). £13m increase to LCIV absolute Return Fund (was 12.3% underweight) and £27m increase to Royal London Index Linked bonds (was 2.7% underweight)
- (h) The Fund has appointed Northern Trust (NT) as the Fund's custodian and performance measurer. They produce both monthly and quarterly performance reports showing returns against the tactical benchmark (set for each fund manager) and strategic benchmarks (used to assess the expected fund liabilities and gives an indication of whether the funding level has improved or weakened)
- (i) The Fund's performance of 2.11% was marginally behind the tactical benchmark at -0.6% for the quarter and -4.29% over 3 years. The strategic benchmark over the quarter outperformed by 7.58% and 14.89% over 3 years
- (j) The NT performance reports are used by our Investment Advisor (Hymans) and feeds into their quarterly monitoring reports, where performance is also compared against the strategy targets. Hymans report, appendix A pages 18-20 refer. Full details of the Fund's asset allocation and individual manager performance are included within the committee papers pack - Appendix A.
- (k) Hymans attend the Pensions Committee quarterly to present their report and this report also provides an overview of markets and any impacts this has had on performance. In advance of the committee meeting they are

sent the presentation pack of the fund manager attending in order to prepare questions and challenges to the fund manager. Hymans will also highlight any performance concerns to the committee and offer advice if any further actions are necessary

- (l) At each reporting cycle meeting the committee will invite a fund manager to attend the meeting. The manager who attended the meeting was **Stafford – Global Infrastructure Manager**. Stafford report (exempt) has been separately distributed to Board members on the 26 March 2025
- (m) The Funds invests in both the Stafford II and IV Funds with a total value of £42.8m. The Stafford II fund return was -0.1%, underperforming its benchmark over the quarter by -2.3%, and -2.4% since inception. The Stafford IV fund return was -2.2%, underperforming by -4.8% over the quarter but outperforming since inception by 1.7%.
- (n) **London CIV**
The Funds holds 60% of its assets within the London Collective Investment Vehicle (LCIV), five mandates directly managed by LCIV (40%) and three indirectly managed by Legal & General (20%). The governance of investments held within LCIV is their responsibility but it is crucial that the Fund has assurances that the governance arrangements are robust and regular communication and contact is maintained.
- (o) LCIV produce Quarterly Investment reports, which includes an Investment Summary with valuation and performance data for each of our holdings and an update on activities at London CIV, a market update and Fund commentary from the London CIV Investment Team as well as key portfolio data and a summary of ESG activity during the quarter.
- (p) The Fund receives monthly transactions and investment statements from the LCIV custodian which are used to reconcile against the Funds custodian reports.
- (q) The LCIV hosts Virtual “coffee with the Chief Investment Officer (CIO). Opportunity meetings to share news or in-depth discussions on a fund manager or asset classes. Attended by Officers, recordings available.
- (r) LCIV also hosts monthly business update meetings, which include updates from LCIV Chief Officers and includes covering current fund offerings, fund performance; fund updates (including those funds for which enhanced monitoring is in place) and the pipeline for new fund launches. In addition, relevant topical issues are included as appropriate. Attended by Officers, recordings available.
- (s) In depth reviews are held annually unless there are concerns about performance whereby the reporting cycle is reduced to six months, Closer six monthly monitoring is in place for the Absolute Return Fund, in which Havering invests.

- (t) There was one Monitoring status update meeting for LCIV Global Bond Fund and one Investment Review webinar covering LCIV Multi Asset Funds.
- (u) There were some staffing changes reported to the committee:
 - **Jenny Buck**, Chief Investment Officer joins from Tesco.
 - **Liz Lynxwiler**, has been appointed as Company Secretary,
 - **Christopher Gardiner**, appointed Chief Financial Officer after undertaking this role as an interim.

3.2 Review of Voting and Engagement Activity – 30 June 2024 (Supplementary agenda Item 7).

- a) **Committee noted the review of Hymans report on the Voting and Engagement activity of the Fund’s Investment Managers over the 12-month period to 30 June 2024.**
- b) **Committee considered the next steps and recommendations in Hymans report namely,**
 - **Comparison of the mangers voting activity against LAPFF voting alerts, and**
 - **an assessment of alignment of managers voting activity against their stated policies.**
- c) Review is undertaken to support the Committee ongoing annual monitoring requirements as set out in the Investment Strategy Statement (ISS).
- d) The Fund does not have its own voting policy and in line with the Fund’s current ISS, engagement and voting activity is delegated to the Fund’s Investment managers with the Fund reviewing their approach on an annual basis.
- e) Appendix A to the report (pages 69 – 82) –sets out Hymans review.

Report presented to Pensions Committee provides evidence to the Board as to the Fund’s compliance with scheme regulations relating to the governance and administration of the scheme and TPR General Code of Practice – Scheme Governance

3.3 New Employer Admissions Process Review (Normal Agenda – item 8)

- a) **Committee noted that the Strategic Director of Resources will now be responsible for making the decision to allow a scheme employer to be admitted to the Fund, and**
- b) **An annual report will be presented to Committee to advise of all employers admitted during the previous financial year.**
- c) Report includes a review of the process for admitting new employers into the Fund.
- d) The Pensions Committee previously received a report to approve the admittance of new employers, although approval could not be denied if the employer satisfied the criteria set out in regulations.
- e) Admittance will now be granted by the Strategic Director of Resources and followed by an annual report to the committee for noting the number of new employer admissions into the Fund.
- f) A change to the approval process will improve the timeliness, reduce the risk of delays to the on boarding process and avoid a potential delay of receipt of income, as the Fund will no longer have to wait to seek approval at committee meeting cycles.
- g) **Report presented to Pensions Committee provides evidence to the Board as to the Fund’s compliance with scheme regulations relating to the governance and administration of the scheme and TPR General Code of Practice – Scheme Governance**

IMPLICATIONS AND RISKS

Financial implications and risks:

This report provides feedback from items that have already been presented to the Pensions Committee on the 10 December 2024 and 18 March 2025.

Report clearance was achieved as part of that process and no new recommendations are necessary. Therefore, there are no direct financial implications arising from the recommendations in this report to the Local Pension Board.

Legal implications and risks:

This report provides feedback from items that have already been presented to the Pensions Committee on the 10 December 2024 and 18 March 2025.

Report clearance was achieved as part of that process and no new recommendations are necessary. Therefore, there are no legal implications arising from the recommendations in this report to the Local Pension Board.

Human Resources implications and risks:

This report provides feedback from items that have already been presented to the Pensions Committee on the 10 December 2024 and 18 March 2025.

Report clearance was achieved as part of that process and no new recommendations are necessary. Therefore, there are no Human Resources implications arising from the recommendations in this report to the Local Pension Board.

Equalities implications and risks:

This report provides feedback from items that have already been presented to the Pensions Committee on the 10 December 2024 and 18 March 2025.

Report clearance was achieved as part of that process and no new recommendations are necessary. Therefore, there are no Human Resources implications arising from the recommendations in this report to the Local Pension Board.

BACKGROUND PAPERS

Background Papers List

None



LOCAL PENSIONS BOARD

4 March 2025

Subject Heading:

Board Member Training

SLT Lead:

Kathy Freeman Strategic director of Resources

Report Author and contact details:

Debbie Ford
Pension Fund Manager (Finance)
01708432569
Debbie.ford@havering.gov.uk

Policy context:

Financial summary:

None directly

SUMMARY

This report addresses the training requirements of the Local Pension Board and progress.

RECOMMENDATIONS

The Board is asked to:

1. Note the training progress as set out in paragraph 13
2. Determine and address skills and knowledge gaps

REPORT DETAIL

1. Background

1. The Pensions Regulator (TPR) new General Code of Practice ('the Code') was laid in Parliament on 10 January 2024 and came into force on 27th March 2024. It replaces Code of Practice 14 for Public Sector Pension Schemes and brings together 10 previous TPR Codes into one single code.
2. TPR General Code of Practice states that it is a regulatory requirement, in accordance with section 248A of the Pension Act 2004 that:
 - a) Every individual of the Pension Board 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.
 - b) And have knowledge and understanding of—
 - The law relating to pensions, and
 - Such other matters as may be prescribed.
 - c) The degree of knowledge and understanding required by subsection (b) is that appropriate for the purposes of enabling the individual properly to exercise the functions of a member of the pension board.
3. As set out in the Local Pension Board (LPB) terms of Reference and in line with the above requirements Board members are:
 - a) required to be able to demonstrate their knowledge and understanding and to refresh and keep their knowledge up to date,
 - b) required to maintain a written record of relevant training and development.
 - c) undertake a personal training needs analysis and regularly review their skills, competencies and knowledge to identify gaps or weaknesses, and
 - d) will comply with the Scheme Manager's training policy.
4. The LPB will be expected to accept ongoing training on relevant issues and developments that meet the Boards needs to ensure that the Board is able to perform its duties effectively.
5. It is for individual Board members to be satisfied that they have the appropriate degree of knowledge and understanding to enable them to properly exercise their functions as a member of the Board.

6. To assist the Board in monitoring its knowledge and skills requirement the Fund uses guidance as issued by The Chartered Institute of Public Finance and Accountancy (CIPFA) “A Technical Knowledge and Skills Framework” for Local Pension Boards to benchmark their training requirements.
7. This Knowledge and Skills Framework (KSF) was first issued in 2015. A revised version was issued in 2021, which applied to the Pensions Committee and Senior Officers.
8. Whilst the 2021 framework targets the Committee and does not directly apply to the LPB, it is broadly similar to the 2015 Framework for the Local Pension Board.
9. CIPFA has identified eight core technical areas where appropriate knowledge and skills should be achieved and maintained. They are:
 - a) pensions legislation and guidance
 - b) pensions governance
 - c) funding strategy and actuarial methods
 - d) pensions administration and communications
 - e) pensions financial strategy, management, accounting, reporting and audit standards
 - f) investment strategy, asset allocation, pooling, performance and risk management
 - g) financial markets and products
 - h) pension services procurement, contract management and relationship management.
10. To evidence knowledge and skills acquired or to identify knowledge gaps the Board has been issued with CIPFA KSF questionnaire, sent via email on the 20 June 2024 with a completion deadline of **17 July 2024**. At the time of writing this report **three completed questionnaire has been returned**.
11. Once all questionnaires are completed they will be used to identify the knowledge and skills gap and enable a training plan to be developed to target specific areas.
12. To support Board member training, since 15 August 2022, the Fund has also been subscribing to the LGPS Online Learning Academy (LOLA) launched by our Actuaries (Hymans Robertson). This is an online platform designed to support the training needs of Pensions Committees, Local Pension Boards and Officers. On the 1 October 2023 the Fund transitioned to LOLA v2.0, which brings the learning modules more in line with the CIPFA KSF shown in paragraph 9 above and The Pensions Regulator General Code of Practice.
13. The Fund will receive regular progress reports from LOLA allowing it to easily evidence member’s development and progress, as shown below:

Table 1 –LOLA v1

| | LOLA v1.0 | | | | | |
|----------------------------|-----------------------------|------------------------------------|----------------------------------|-------------------------------|-------------|-------------------------|
| | Module 1 | Module 2 | Module 3 | Module 4 | Module 5 | Module 6 ⁽¹⁾ |
| | An introduction to the LGPS | LGPS Governance & Oversight Bodies | Administration & Fund Management | Funding and Actuarial Matters | Investments | Current Issues |
| Local Pension Board | | | | | | |
| Denise Broom | in Progress | enrolled | enrolled | enrolled | enrolled | enrolled |
| Andrew Frater | completed | completed | completed | completed | completed | completed |
| Mark Holder | completed | completed | completed | completed | completed | completed |
| Yasmin Ramjohn | completed | completed | completed | completed | completed | in Progress |
| Joanne Sladden | completed | completed | completed | in Progress | enrolled | enrolled |
| Dionne Weekes | completed | in Progress | enrolled | enrolled | enrolled | enrolled |

(1) Given the nature of Module 6, we expect it to be refreshed regularly with hot topics relating to the LGPS. This section is not part of the mandatory learning required under the CIPFA Knowledge and Skills Framework. As such, we have removed the Module 6 Knowledge Check and reconfigured the learning plan so that certification is awarded after completion of Modules 1 - 5. This means that Module 6 will always show as 'In Progress'.
Some colleagues may show as 'Completed' on Module 6, this is just dependant on when they were onboarded to the platform as we changed the knowledge check after some users had been onboarded.

Table 2 – LOLA v2 – As at January 2025

| Jan-25 | | | | | | | | | | |
|------------------------------|---|--|------------------------------|----------------------------------|--|--|---|--|---|----------------|
| Name | An introduction to LGPS Online Learning Academy | Module 1 Committee Role and Pensions Legislation | Module 2 Pensions Governance | Module 3 Pensions Administration | Module 4 Pensions Accounting and Audit Standards | Module 5 Procurement and Relationship Management | Module 6 Investment Performance and Risk Management | Module 7 Financial Markets and Product Knowledge | Module 8 Actuarial methods, Standards and Practices | Current Issues |
| Jonathan Bunt ⁽¹⁾ | | | | | | | | | | |
| Denise Broom | completed | completed | In progress | enrolled | enrolled | enrolled | enrolled | enrolled | enrolled | In progress |
| Clea Holmes | completed | completed | completed | completed | enrolled | enrolled | enrolled | enrolled | enrolled | enrolled |
| Andrew Frater | completed | completed | completed | completed | completed | completed | completed | completed | completed | completed |
| Mark Holder | completed | completed | completed | completed | completed | completed | completed | completed | completed | completed |
| Yasmin Ramjohn | completed | completed | completed | completed | enrolled | enrolled | enrolled | enrolled | enrolled | In progress |
| Joanne Sladden | completed | completed | completed | enrolled | enrolled | enrolled | enrolled | enrolled | enrolled | enrolled |
| Dionne Weekes | completed | completed | completed | completed | completed | completed | completed | completed | completed | enrolled |

⁽¹⁾ enrolled on Sussex LOLA v2.0 platform - certificates to be sent to evidence completion

14. In addition to the LOLA training the TPR also provides a free online training resource to assist those members involved with public service pension schemes, which is accessed via a “Trustee Toolkit” link on its website. The toolkit provides a set of 12 learning modules although not all are applicable for Local Government Pension Scheme (LGPS).
15. Of the 12 modules (10 of which are applicable to the LGPS) there are five core modules for all pension schemes, plus four for Defined Benefit Scheme (LGPS) and plus one for all scheme types.
16. Board Members are encouraged to visit the site and assess whether this will enhance their learning & development.
17. The fund provides board members with a list of items that the Board should be familiar with and made available as part of Board member inductions.
18. It is a statutory requirement for the Fund to report and include within its Annual report, training undertaken by the LPB. To facilitate this the Fund maintains a training register to record appropriate board member training and development.

IMPLICATIONS AND RISKS

Financial implications and risks:

TPR will assess non-compliance with any code when considering if a statutory requirement has been met. There is a risk to the Fund that penalties may be imposed if the TPR, upon assessment, determines that legal requirements are not met.

It is a statutory requirement for the Fund to report and include within its Annual report, training undertaken by the LPB. To facilitate this the Fund maintains a training register to record appropriate board member training and development. There is a risk that this may not be complete if members do not notify officers of any external training undertaken.

Based on number of licences currently active, there is a cost of c£5,000 to access the LOLA training.

Costs are met from the Pension Fund

Legal implications and risks:

Codes of practice are not statements of the law and there is not usually a direct penalty for failing to comply with them, but it does set out expectations of how governing bodies should comply with their legal duties.

It is not necessary for all the provisions of a code of practice to be followed in every circumstance. Any alternative approach to that appearing in the code of practice will need to meet the underlying legal requirements, and a penalty may be imposed if these requirements are not met.

Those legal requirements are set out in the body of the report.

Human Resources implications and risks:

No direct implications

Equalities implications and risks:

The Public Sector Equality Duty (PSED) under section 149 of the Equality Act 2010 requires the Council, when exercising its functions, to have 'due regard' to:

- i. The need to eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Equality Act 2010;
- ii. The need to advance equality of opportunity between persons who share protected characteristics and those who do not, and;
- iii. Foster good relations between those who have protected characteristics and those who do not.

The Public Sector Equality Duty (PSED) under section 149 of the Equality Act 2010 requires the Council, when exercising its functions, to have 'due regard' to:

Note: 'Protected characterises' are age, sex, race, disability, sexual orientation, marriage and civil partnerships, religion or belief, pregnancy and maternity and gender reassignment.

The Council is committed to all of the above in the provision, procurement and commissioning of its services, and the employment of its workforce. In addition, the Council is also committed to improving the quality of life and wellbeing for all Havering residents in respect of socio-economics and health deterrents.

An EHIA (Equality and Health Impact Assessment) is usually carried out and on this occasion this isn't required.

The Council seeks to ensure equality, inclusion, and dignity for all in all situations. There are not equalities and social inclusion implications and risks associated with this decision

BACKGROUND PAPERS

Background Papers List

None