

London Borough of Newham

Monthly Report

July 2017



Confidential CMS003NH v2.0

1. 'Top' Case Types Report

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

Case Type	Descriptor	Brought Forward	Received	Complete	On Time	On Time %	Carried Forward	Average Completed Time	Average Elapsed Time
NH01	Admission	24	25	32	32	100.00	17	4	18
NH01b	Admissions (Automatic Enrollment)	116	152	117	117	100.00	151	10	10
NH01e	Bulk starter	1	0	0	0	100.00	1	0	0
NH01o	Opt-In	3	2	2	2	100.00	3	3	25
NH01q	Interface Joiner Query	0	0	0	0	100.00	0	0	0
NH01w	Online Joiner Form	2	7	5	5	100.00	4	3	3
NH02a	IFA in (actual)	34	4	5	5	100.00	33	21	73
NH02e	IFA in (estimate)	33	14	4	4	100.00	43	17	48
NH03a	Other TV in (actual)	6	2	1	1	100.00	7	12	19
NH03e	Other TV in (estimate)	21	8	4	4	100.00	25	38	136
NH07	Change of hours	7	8	13	13	100.00	2	7	10
NH07e	Change Of hours	0	0	0	0	100.00	0	0	0
NH07w	Change of hours (Online Forms)	3	1	2	2	100.00	2	4	4
NH08	Estimates - individual	29	39	52	52	100.00	16	9	13
NH09a	IFA out (actual)	6	8	10	10	100.00	4	9	21
NH09e	IFA out (estimate)	12	13	19	19	100.00	6	9	18
NH10a	Other TV out (actual)	0	2	0	0	100.00	2	0	0
NH10e	Other TV out (estimate)	6	16	12	12	100.00	10	8	9
NH11	Deferred Benefits	33	21	26	26	100.00	28	12	30
NH11q	Interface Deferred Benefits Query	0	0	0	0	100.00	0	0	0
NH11w	Deferred Benefits	10	2	6	6	100.00	6	6	8
NH12	DBs into payment	94	17	39	39	100.00	72	19	59
NH13	Death in service	1	0	0	0	100.00	1	0	0
NH13w	Death in service (Online Forms)	0	0	0	0	100.00	0	0	0
NH14	Retirements (immediate)	30	15	15	15	100.00	30	17	35
NH14w	retirements (immediate)	1	2	1	1	100.00	2	5	5
NH15	Benefit revisions	12	3	8	8	100.00	7	11	38
NH16	Refunds	33	52	53	53	100.00	32	6	14
NH16w	Refunds (Online Forms)	15	5	11	11	100.00	9	5	5
NH17	Opt outs	12	11	12	12	100.00	11	7	11
NH17d	Opt Out (3mths or more)	2	10	8	8	100.00	4	4	7
NH17r	Opt Out (less than 3 mths)	2	13	10	10	100.00	5	4	4
NH17w	Opt outs (Online Forms)	1	0	1	1	100.00	0	2	11

Case Type	Description	Brought Forward	Received	Complete	On Time	On Time %	Carried Forward	Average Completed Time	Average Elapsed Time
NH20	Death on prison	0	0	0	0	100.00	0	0	0
NH22	Estimates - employer	9	30	29	29	100.00	10	5	5
NH22u	Urgent Estimates	0	0	0	0	100.00	0	0	0
NH22w	Estimates (online Forms)	0	0	0	0	100.00	0	0	0
NH24	Correspondence (customer)	61	188	176	176	100.00	73	6	9
NH40	Bulk TVs	0	0	0	0	100.00	0	0	0
NH50	Complaints	0	0	0	0	100.00	0	0	0
NH51	IDRP and Ombudsman	7	1	2	2	100.00	6	141	265

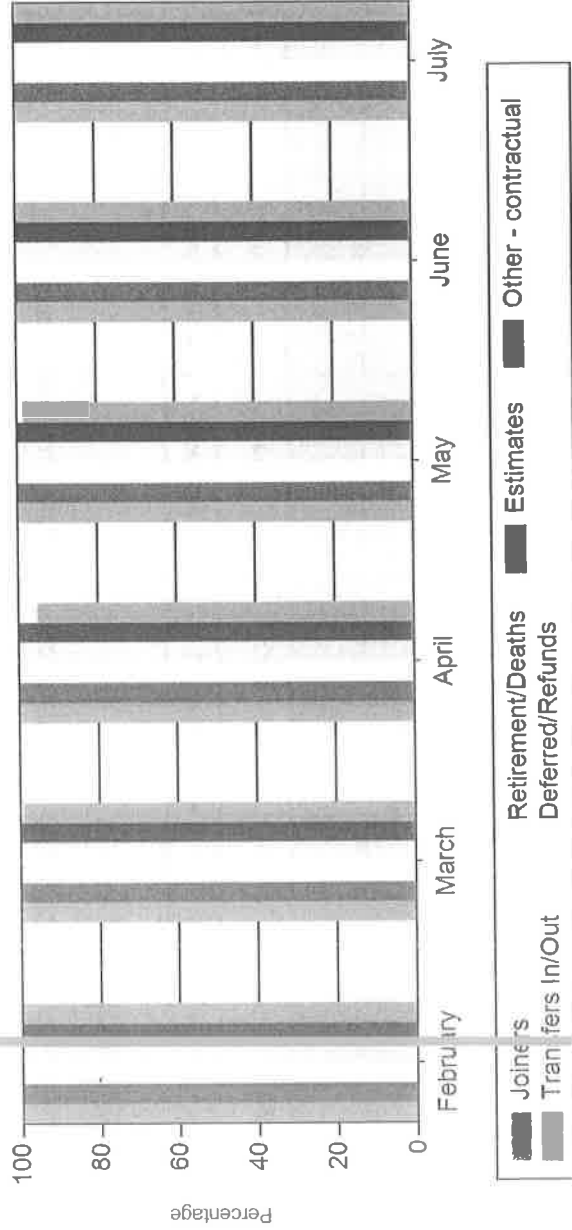
2a. Cases completed summary

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

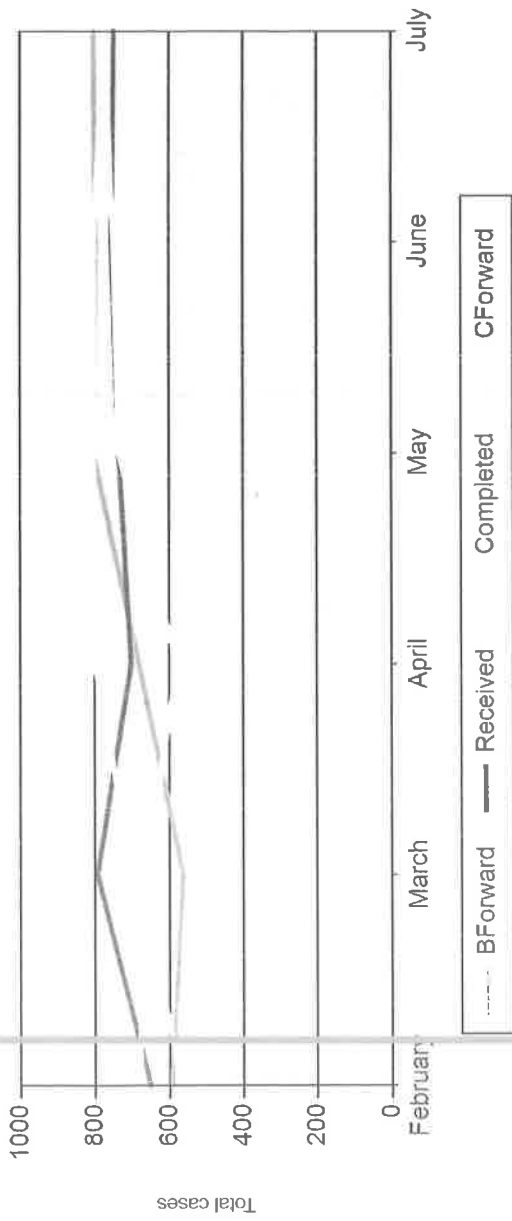
These figures include other lower profile cases included in the Service Level Agreement such as changes of hours, benefit revisions, GMP or DSS correspondence for example. These figures can be broken down or expanded upon request.

Description	B / fwd	Rec'd	Complete	On Time	% OT	C / fwd	Average Completed Time	Average Elapsed Time
Joiners	33	36	40	40	100.00	29	4	15
Transfers In/Out	118	68	55	55	100.00	131	9	27
Retirement/Deaths	228	58	91	91	100.00	195	10	30
Deferred/Refunds	76	75	85	85	100.00	66	6	13
Estimates	40	89	91	91	100.00	38	5	9
Other - contractual	305	418	411	407	99.03	312	7	13
Total	800	744	773	769	99.48	771		

Percentage of cases of time



Workload History

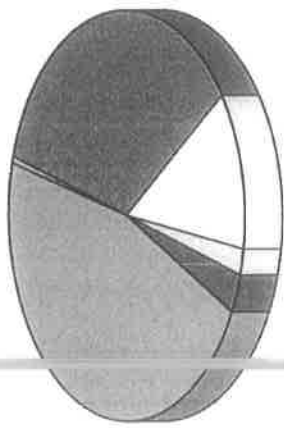


2b. Cases completed Early

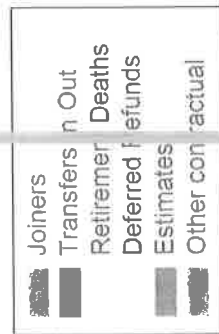
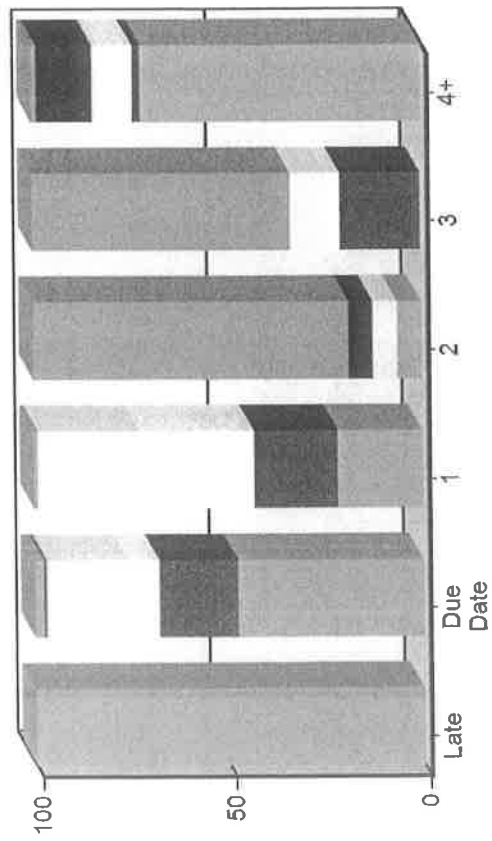
Of the 769 cases completed on time, 495 were completed early as detailed in the table below.

Description	1 Day Early	2 Days Early	3 Days Early	4+ Days Early
Joiners	1	13	16	4
Transfers In/Out	0	1	0	52
Retirement/Deaths	25	1	2	5
Deferred/Refunds	29	0	1	32
Estimates	21	0	5	8
Other - contractual	21	1	0	257
	97	16	24	358

Cases completed



Cases completed



2b. Additional Work

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

Description	B/fwd	Rec'd	Complete	C/fwd
Other - internal or non contractual	378	222	239	362

3. 'Top' Cases not on Time

None

4. Complaints and ID/P Cases

Client	Date Received	Case Type	Status	Comment
[REDACTED]	21/07/2017	NH51	On hold	Details available on request
[REDACTED]	30/06/2017	NH51	Progress	Details available on request
[REDACTED]	28/06/2017	NH51	On hold	Details available on request
[REDACTED]	19/05/2017	NH51	On hold	Details available on request
[REDACTED]	27/03/2017	NH51	Progress	Details available on request
[REDACTED]	15/06/2016	NH51	Progress	Details available on request

6. Life Certificates

7. Annual Benefit Statements

8. Membership Statistics

These are the total status types for each employer updated on Altair on the last day of the relevant month and are not to be used for actuarial purposes.

Employer Code	Employer Name	Status 1 Active	Status 2 Undecided Leaver	Status 4 Deferred Benefit	Status 5 Pensioner	Status 6 Dependant	Status 9 Frozen Refund
NH00070	L B Newham	6882	7403	5732	1095	1886	
NH00071	N.c.f.e	210	334	138	13	91	
NH00072	Newvic	99	132	22	1	33	
NH00073	Stratton School	38	17	13	2	4	
NH00074	Eiwa	0	16	18	4	0	
NH00075	Mag. Court	0	17	17	1	2	
NH00076	Greenwich Leisure Ltd	0	39	6	1	5	
NH00077	David Webster Ltd	0	0	1	0	0	
NH00078	Carpenters Tmo	0	8	3	1	1	
NH00079	F M Colway Ltd	0	1	2	0	0	
NH00080	School M	49	5	0	0	10	
NH00081	Newham Partnership Working	108	12	8	0	1	
NH00082	Chobham Academy	69	11	0	1	6	
NH00083	Brampton Manor Trust	159	36	17	0	9	
NH00084	Church Contract Services	4	1	4	0	0	
NH00085	East London Science School	11	0	0	0	2	
NH00086	Community Links Academy Trust	2	0	0	0	0	
NH00087	Oasis Academy Silvertown	8	1	0	0	5	
NH00088	East London Arts And Music	2	0	0	0	0	
NH00089	Learnin In-Harmony Trust	229	17	1	0	8	
NH00090	Change Grow Live	2	1	0	0	0	
NH00091	Olog Catholic Academy Trust	65	2	2	0	2	
NH00092	London Design & Engineeringutc	5	0	0	0	0	
NH00093	Olive Dining (forest Gate)	14	0	0	0	0	
NH00094	Birkin Cleaning Services	7	0	0	0	0	
NH00095	Leading Learning Trust	79	3	0	0	3	
NH00096	Wilson Jones Catering	4	0	0	0	0	
NH00097	Pabulum Catering	5	0	0	0	0	
NH00098	Better Together Limited	3	0	0	0	0	
NH00099	Public Realm Services	0	1	2	0	0	
NH00786	Enable Living Health Care Ltd	14	0	0	0	0	
NH00787	London Network For Pest Sol	11	0	0	0	0	

NH00788	Community Schools Trust	32	0	0	0	0	0
NH00789	Eko Trust	89	0	0	0	0	0
NH00790	Community Links Trust	0	8	3	2	0	0
NH00791	Newham Homes (aimo)	0	102	80	7	0	0
NH00792	Stratford Renaissance (srp)	0	4	1	0	0	0
NH00793	Mitie	3	3	0	0	0	0
NH00794	Rm Education Plc	2	5	1	0	0	0
NH00795	Thames Gateway London P'ship	0	3	2	0	0	0
NH00796	Brampton Manor Academy	0	7	8	2	0	0
NH00797	Newco Enterprises Ltd	0	37	13	0	13	13
NH00798	London Academy Of Excellence	17	10	1	0	5	5
NH00799	Active Newham	13	10	1	0	0	0
Total		8235	8246	6096	1130	2086	

9. Membership Movements 2017-2018

These are the year to date number of new statuses since 1 April 2017

Employer Code	Employer Name	Status 1 Active	Status 2 Undecided Leaver	Status 4 Deferred Benefit	Status 5 Pensioner	Status 6 Dependant	Status 9 Frozen Refund
NH00070	L B Newham	229	0	32	92	14	22
NH00071	N.c.f.e	14	0	3	1	0	6
NH00072	Newwic	2	0	1	1	0	4
NH00073	Stratford School	2	0	0	0	0	0
NH00074	Eiwa	0	0	0	0	0	0
NH00075	Mag. Court	0	0	0	0	0	0
NH00076	Greenwich Leisure Ltd	0	0	0	1	0	0
NH00077	David Webster Ltd	0	0	0	0	0	0
NH00078	Carpenters Tmo	0	0	0	0	0	0
NH00079	F M Colway Ltd	0	0	0	0	0	0
NH00080	School 21	0	0	0	0	0	0
NH00081	Newham Partnership Working	16	0	0	0	0	0
NH00082	Chobham Academy	0	0	0	0	0	0
NH00083	Brampton Manor Trust	3	0	2	0	0	2
NH00084	Churchill Contract Services	0	0	0	0	0	0
NH00085	East London Science School	5	0	0	0	0	0
NH00086	Community Links Academy Trust	0	0	0	0	0	0
NH00087	Oasis Academy Silvertown	1	0	1	0	0	0
NH00088	East London Arts And Music	0	0	0	0	0	0
NH00089	Learning In Harmony Trust	17	0	0	0	0	3
NH00090	Change Grow Live	0	0	0	0	0	0
NH00091	Olog Catholic Academy Trust	0	0	0	0	0	0
NH00092	London Design & Engineering Ltd	0	0	0	0	0	0
NH00093	Olive Dining (forest Gate)	0	0	0	0	0	0
NH00094	Birkin Cleaning Services	0	0	0	0	0	0
NH00095	Leading Learning Trust	0	0	0	0	0	1
NH00096	Wilson Jones Catering	0	0	0	0	0	0
NH00097	Pabulurn Catering	0	0	0	0	0	0
NH00098	Better Together Limited	0	0	0	0	0	0
NH00099	Public Realm Services	0	0	1	2	0	0
NH00786	Enabled Living Health Care Ltd	0	0	0	0	0	0
NH00787	LondonNetwork For Pest Sol	2	0	0	0	0	0

NH00788	Community Schools Trust	0	0	0	0	0	2
NH00789	Eko Trust	0	0	0	0	0	0
NH00790	Community Links Trust	0	0	0	0	0	0
NH00791	Newham Homes (elmo)	0	0	1	0	0	0
NH00792	Stratford Renaissance (srp)	0	0	0	0	0	0
NH00793	Mitie	0	0	0	0	0	0
NH00794	Rm Education Plc	0	0	0	0	0	0
NH00795	Thames Gateway London P'ship	0	0	0	0	0	0
NH00796	Brampton Manor Academy	0	0	0	0	0	0
NH00797	Newco Enterprises Ltd	0	0	0	0	0	0
NH00798	London Academy Of Excellence	2	0	0	0	0	0
NH00799	Active Newham	0	0	0	0	0	0
Total		293	0	40	98	14	40

10. Yearend Processing for period 2016- 2017

Employer	Employee Name	Return received	New Conits Return Received	Conits Posted	PR Posted	Queries uploaded to website
NH00070	LB NEVHAM	NH00070	N/A			
NH00071	N.C.F.E	NH00071	N/A	28/04/2017	28/04/2017	26/07/2017
NH00072	NEWVIC	NH00072	N/A	27/03/2017	27/03/2017	27/03/2017
NH00073	STRATFORD SCHOOL	NH00073	N/A	17/05/2017	17/05/2017	26/07/2017
NH00080	SCHOO 21	NH00080	N/A	22/06/2017	22/06/2017	26/07/2017
NH00081	NEWHAM PARTNERSHIP WORKING	NH00081	N/A	07/07/2017	07/07/2017	26/07/2017
NH00082	CHOBHAM ACADEMY	NH00082	N/A	23/06/2017	23/06/2017	26/07/2017
NH00083	BRAMPON MANOR TRUST	NH00083	N/A	01/06/2017	01/06/2017	N/A
NH00084	CHURCHILL CONTRACT SERVICES	NH00084	N/A	17/05/2017	17/05/2017	26/07/2017
NH00085	EAST LONDON SCIENCE SCHOOL	NH00085	N/A	13/04/2017	13/04/2017	26/07/2017
NH00086	COMMUNITY LINKS ACADAMY TRUST	NH00086	N/A	05/06/2017	05/06/2017	26/07/2017
NH00087	OASIS / CADAMY SILVERTOWN	NH00087	N/A	19/05/2017	19/05/2017	26/07/2017
NH00088	EAST LONDON ARTS AND MUSIC	NH00088	N/A	09/06/2017	09/06/2017	N/A
NH00089	LEARNING IN HARMONY TRUST	NH00089	N/A	13/06/2017	13/06/2017	26/07/2017
NH00090	CRIC (CIT MISUSE)	NH00090	N/A	16/05/2017	16/05/2017	26/07/2017
NH00091	OLOG Catholic Academy Trust	NH00091	N/A	17/05/2017	17/05/2017	
NH00092	London Design & Engineering UTC	NH00092	N/A	22/06/2017	22/06/2017	N/A
NH00093	OLIVE TRAINING (FOREST GATE)	NH00093	N/A	24/05/2017	24/05/2017	26/07/2017
NH00094	BIRKING CLEANING SERVICES	NH00094	N/A	22/06/2017	22/06/2017	
NH00095	LEADING LEARNING TRUST	NH00095	N/A	14/06/2017	14/06/2017	

Employer	Employer Name	Return received	New Contis Return Received	Contis Posted	PR Posted	Queries uploaded to website
NH00096	WILSON JONES CATERING	NH00096	N/A	19/05/2017	19/05/2017	
NH00097	PABULUM CATERING	NH00097	N/A	18/05/2017	18/05/2017	N/A
NH00098	BETTER TOGETHER LIMITED	NH00098	N/A	18/04/2017	18/04/2017	N/A
NH00788	COMMUNITY SCHOOLS TRUST	NH00788	N/A	02/06/2017	02/06/2017	
NH00793	MITIE	NH00793	N/A	27/04/2017	27/04/2017	N/A
NH00794	RM EDUCATION PLC	NH00794	N/A	29/03/2017	29/03/2017	N/A
NH00798	LONDON ACADEMY OF EXCELLENCE	NH00798	N/A	18/05/2017	18/05/2017	26/07/2017
NH00799	ACTIVE NEWHAM	NH00799	N/A	15/06/2017	15/06/2017	26/07/2017