

Havering Council

Monthly Report

August 2018

Confidential CMS016HV v1.0

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

1. 'Top' Case Types Report

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

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

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

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

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

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

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

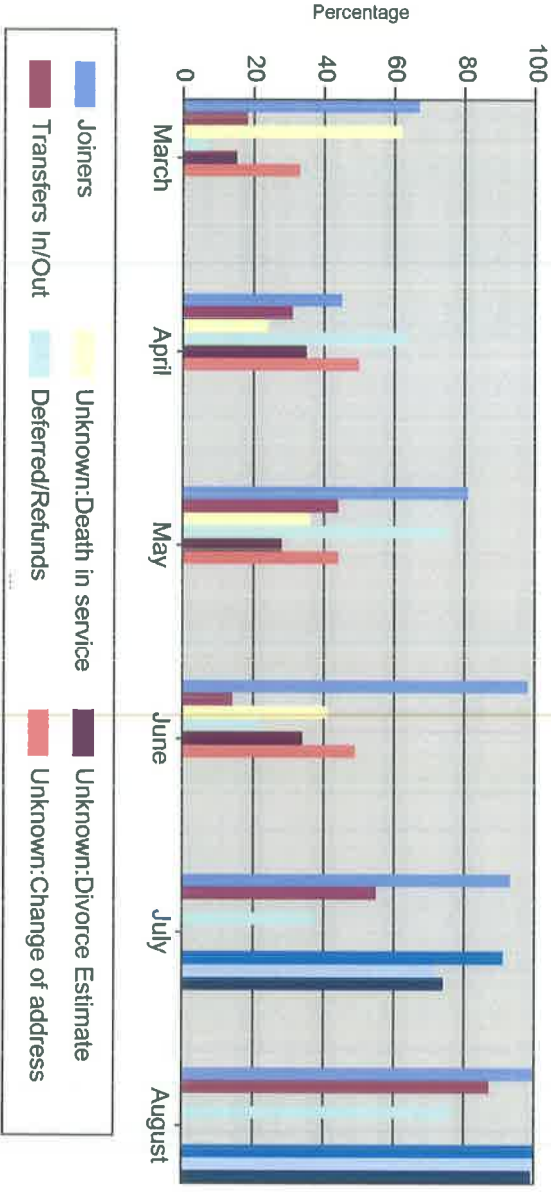
2. Cases completed summary

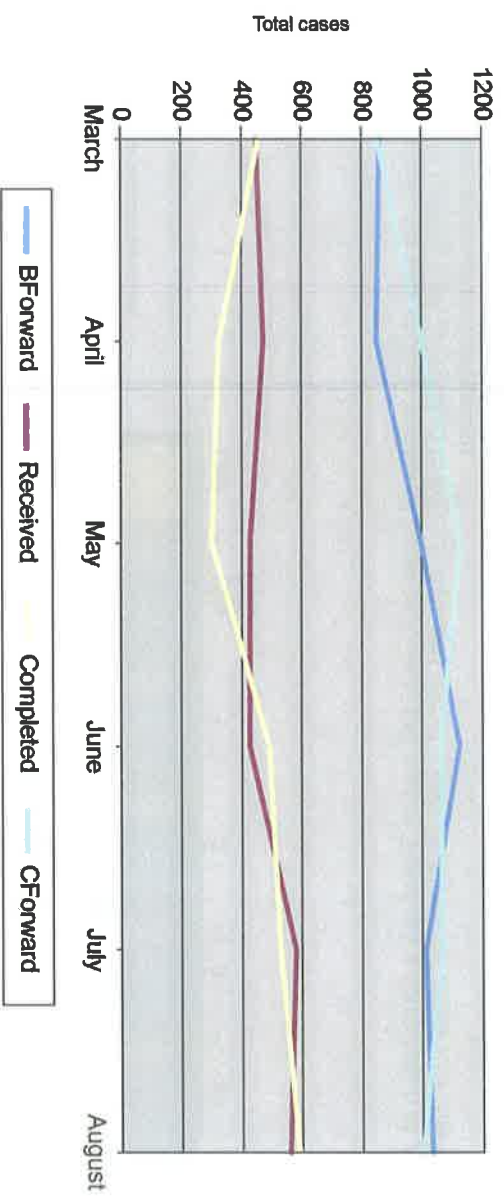
This is a grouped summary of all cases processed this month.

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

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

Percentage of cases on time



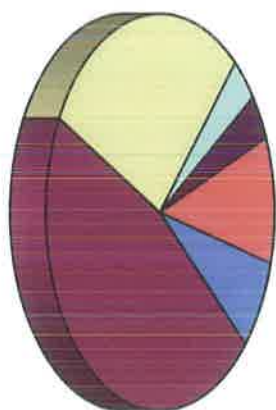


3. Cases completed Early

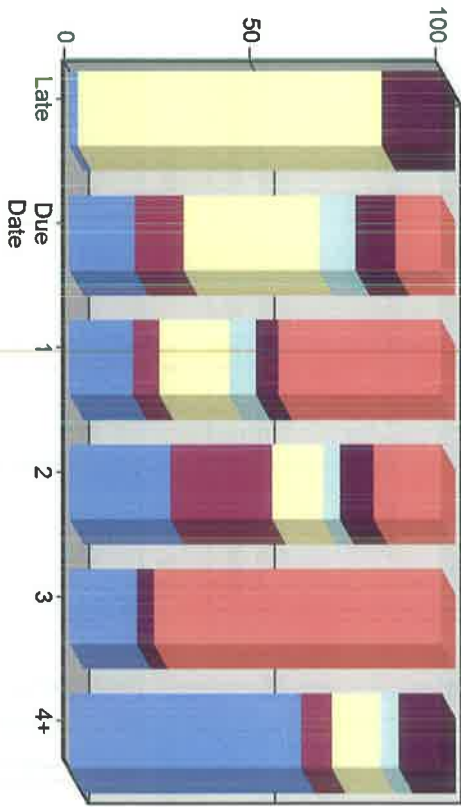
Of the 548 cases completed on time, 274 were completed early as detailed in the table below.

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

Cases completed

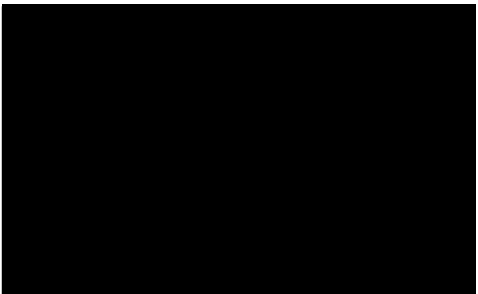


Cases completed



4. Additional Work

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



HV11	Deferred Benefits	02/07/2018	07/08/2018
HV11	Deferred Benefits	02/07/2018	06/08/2018
HV11	Deferred Benefits	02/07/2018	07/08/2018
HV11	Deferred Benefits	02/07/2018	07/08/2018
HV11	Deferred Benefits	02/07/2018	06/08/2018
HV11	Deferred Benefits	02/07/2018	07/08/2018
HV11	Deferred Benefits	02/07/2018	06/08/2018
HV11	Deferred Benefits	12/07/2018	06/08/2018
HV11	Deferred Benefits	13/07/2018	07/08/2018
HV11	Deferred Benefits	13/07/2018	07/08/2018

6. Complaints and IDRP Cases

None

7. Life Certificates

8. Axis online take up numbers

58 new members signed up to MSS

9. Service Credits

Service Credits discussed

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

0 ill health review for July 2018

11. Annual Benefit Statements

Annual Benefits Statement to be sent at the end of August

12. Event report from HMRC

LTA increasing to 1.03 Million for 2018/2019

[illegible]

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

Case Type	Description	Cases
HV20	Death on Pension	4

14. Web site Statistics

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