

LOCAL PENSIONS PARTNERSHIP

RISK & COMPLIANCE REPORT

Havering LG

JANET MORVILLE-SMITH
3rd September 2020

LPP
Local Pensions Partnership

CONTENT



Complaints

Relevant to the Client
during the reporting
month.



Breaches

Relevant to the Client
during the reporting
month.



Incidents

Relevant to the Client
during the reporting
month.



Risks & Issues

Any relevant risks or
issued not covered in
the previous sections.

EXECUTIVE SUMMARY

Havering LG pension administration is being carried out in compliance with the Pensions Regulator Code of Practice 14.



In August 2020 2 complaints have been received, compared to Nil complaints in July, and 1 in June.



Nil breaches occurred in August 2020.



There are no incidents to report this month.

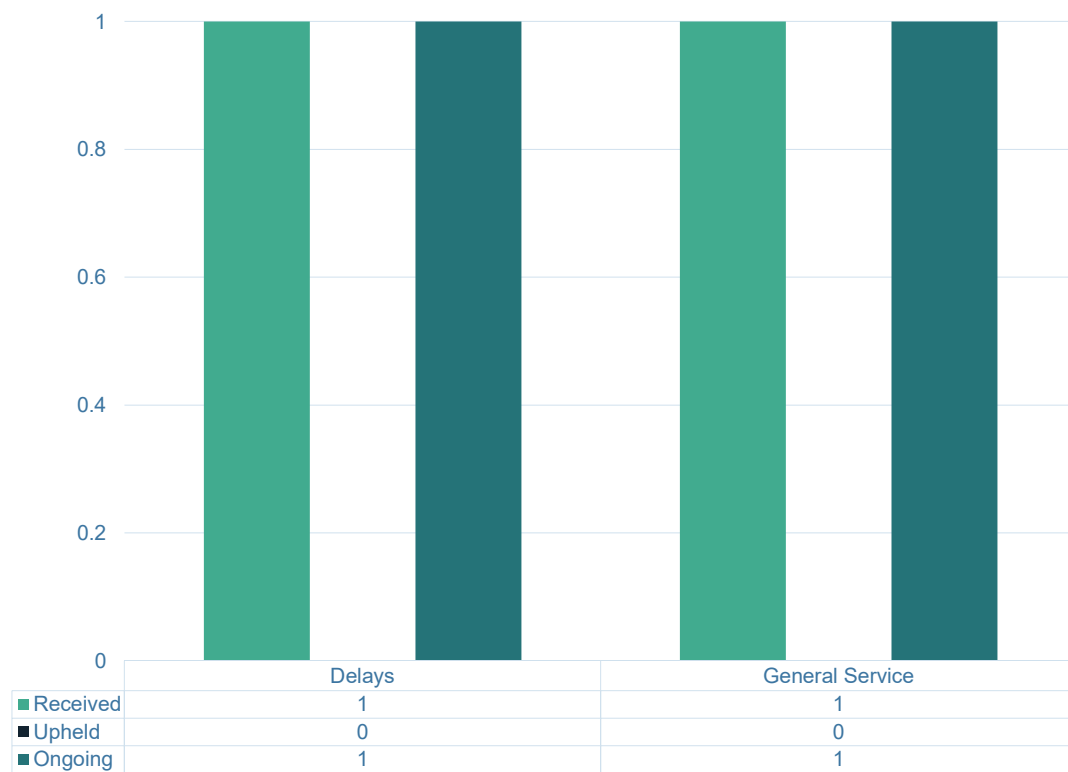


There are no risks or issues to report this month.



COMPLAINTS

1.2



Upheld includes Partially Upheld cases

Commentary:

2 complaints received in August. The core categories are shown in the chart to the left.

The reasons for the complaints was:

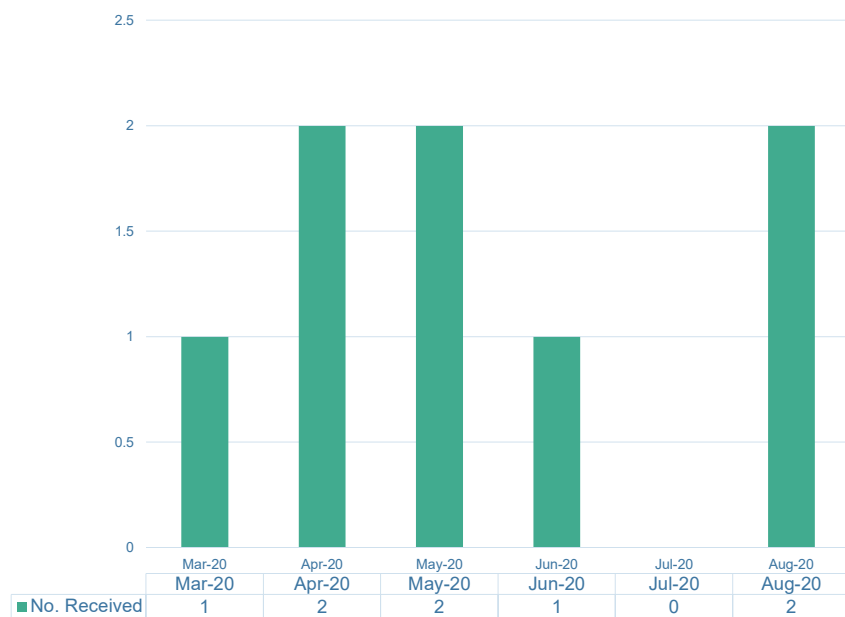
Payments:	General Service:	Delays:
	Member unhappy that incorrect information was provided	Member unhappy with time taken to process retirement

Of the complaints received this month, the key trend would appear to be customer service.

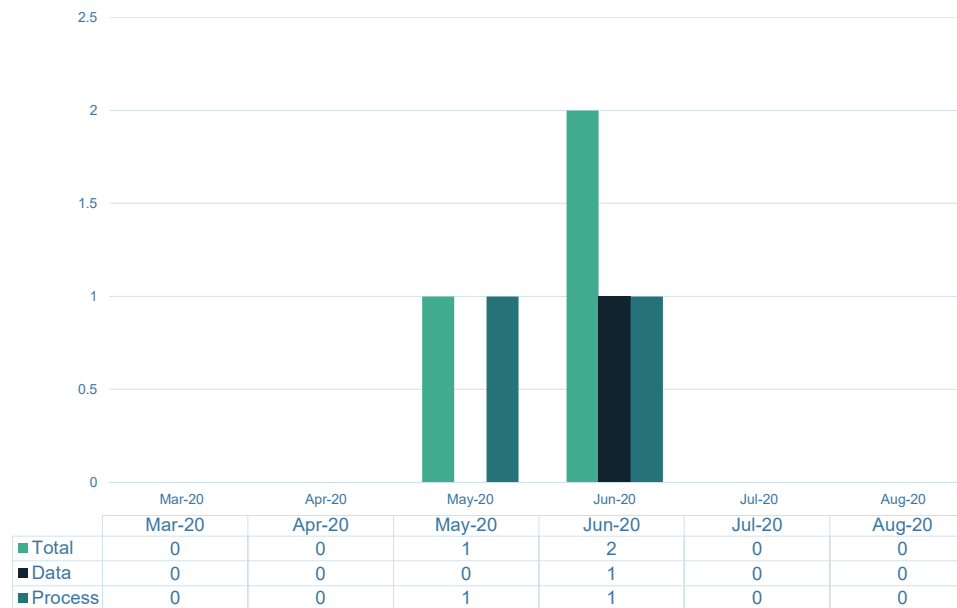
TRENDS



Complaints – No. Received



Breaches – No. Received



New reporting of Data v Process Breaches only commenced in April 2020

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