

LPP

Local Pensions Partnership



Havering Pension Fund

Employer Performance

1st July – 30th September 2020

Missing Leavers Forms

Rank	Employer No	Employer Name	Missing forms	# of Actives
1	HV10500	L.B.OF HAVERING	71	4,588 (1.5%)
2	HV10559	HARROW LODGE PRIMARY SCHOOL	21	58 (36.2%)
3	HV10529	THE ALBANY SCHOOL	20	59 (33.9%)
4	HV10550	CONCORDIA ACADEMY	7	13 (53.8%)
5	HV10545	DRAPERS MAYLANDS	6	22 (27.3%)
6	HV10542	PYRGO PRIORY PRIMARY SCHOOL	5	71 (7%)
7	HV10543	DYCORTS SCHOOL	5	69 (7.2%)
8	HV10547	DRAPERS BROOKSIDE INFANTS	5	36 (13.9%)
9	HV10524	ST EDWARDS SNR ACADEMY	4	38 (10.5%)
10	HV10546	RAVENSBOURNE ACADEMY	4	61 (6.6%)

Rank	Employer No	Employer Name	% of actives	# of Actives
1	HV10505	HAVERING COLLEGE FHE	100%	2
2	HV10550	CONCORDIA ACADEMY	54%	13
3	HV10559	HARROW LODGE PRIMARY SCHOOL	36%	58
4	HV10529	THE ALBANY SCHOOL	34%	59
5	HV10565	LEWIS AND GRAVES PARTNR LTD	33%	6
6	HV10545	DRAPERS MAYLANDS	27%	22
7	HV10515	SLM FITNESS AND HEALTH LTD	25%	4
8	HV10568	DRAPERS MAT	20%	5
9	HV10561	GAYNES ACADEMY	16%	19
10	HV10547	DRAPERS BROOKSIDE INFANTS	14%	36

Active MPO users

Rank	Employer No	Employer Name	MPO User	# of Actives
1	HV10500	L.B.OF HAVERING	1,003	4,588 (21.9%)
2	HV10523	HALL MEAD SCHOOL	28	85 (32.9%)
3	HV10522	CAMPION SCHOOL	20	73 (27.4%)
4	HV10503	FRANCES BARDSLEY ACADEMY	16	72 (22.2%)
5	HV10546	RAVENSBOURNE ACADEMY	16	61 (26.2%)
6	HV10516	SLM COMMUNITY LEISURE C T	15	41 (36.6%)
7	HV10506	COOPERS COBORN	14	47 (29.8%)
8	HV10529	THE ALBANY SCHOOL	13	59 (22%)
9	HV10535	LANGTONS JUNIOR ACADEMY	12	35 (34.3%)
10	HV10533	BOWER PARK ACADEMY	11	49 (22.4%)

Rank	Employer No	Employer Name	% of actives	# of Actives
1	HV10568	DRAPERS MAT	80%	5
2	HV10571	CATERLINK (FRACES BARDSLEY)	60%	5
3	HV10560	HARRISON CATERING	50%	2
4	HV10554	ACCENT CATERING	40%	5
5	HV10516	SLM COMMUNITY LEISURE C T	37%	41
6	HV10535	LANGTONS JUNIOR ACADEMY	34%	35
7	HV10551	OLIVE ACADEMY TRUST	33%	6
8	HV10523	HALL MEAD SCHOOL	33%	85
9	HV10506	COOPERS COBORN	30%	47
10	HV10549	BENHURST PRIMARY SCHOOL	28%	25

Altair Data - Active members only

Rank	Employer No	Employer Name	Missing E-mails	# of Actives
1	HV10500	L.B.OF HAVERING	2,388	4,588 (52%)
2	HV10542	PYRGO PRIORY PRIMARY SCHOOL	58	71 (81.7%)
3	HV10523	HALL MEAD SCHOOL	52	85 (61.2%)
4	HV10522	CAMPION SCHOOL	50	73 (68.5%)
5	HV10562	HACTON ACADEMY	43	61 (70.5%)
6	HV10521	THE BRITTONS ACADEMY	42	65 (64.6%)
7	HV10525	EMERSON PARK SCHOOL	42	54 (77.8%)
8	HV10526	REDDEN COURT SCHOOL	41	57 (71.9%)
9	HV10529	THE ALBANY SCHOOL	41	59 (69.5%)
10	HV10533	BOWER PARK ACADEMY	37	49 (75.5%)

Rank	Employer No	Employer Name	Missing Nom Form	# of Actives
1	HV10500	L.B.OF HAVERING	1,829	4,588 (39.9%)
2	HV10523	HALL MEAD SCHOOL	42	85 (49.4%)
3	HV10503	FRANCES BARDSLEY ACADEMY	39	72 (54.2%)
4	HV10521	THE BRITTONS ACADEMY	33	65 (50.8%)
5	HV10522	CAMPION SCHOOL	29	73 (39.7%)
6	HV10506	COOPERS COBORN	27	47 (57.4%)
7	HV10542	PYRGO PRIORY PRIMARY SCHOOL	26	71 (36.6%)
8	HV10526	REDDEN COURT SCHOOL	25	57 (43.9%)
9	HV10507	SACRED HEART OF MARY	24	50 (48%)
10	HV10525	EMERSON PARK SCHOOL	22	54 (40.7%)

Rank	Employer No	Employer Name	Missing Address	# of Actives
1	HV10500	L.B.OF HAVERING	10	4,588 (0.2%)
2	HV10522	CAMPION SCHOOL	2	73 (2.7%)
3	HV10523	HALL MEAD SCHOOL	1	85 (1.2%)

Rank	Employer No	Employer Name	Missing Tel No.	# of Actives
1	HV10500	L.B.OF HAVERING	3,658	4,588 (79.7%)
2	HV10523	HALL MEAD SCHOOL	72	85 (84.7%)
3	HV10543	DYCORTS SCHOOL	64	69 (92.8%)
4	HV10503	FRANCES BARDSLEY ACADEMY	60	72 (83.3%)
5	HV10522	CAMPION SCHOOL	60	73 (82.2%)
6	HV10542	PYRGO PRIORY PRIMARY SCHOOL	60	71 (84.5%)
7	HV10562	HACTON ACADEMY	55	61 (90.2%)
8	HV10546	RAVENSBOURNE ACADEMY	54	61 (88.5%)
9	HV10521	THE BRITTONS ACADEMY	49	65 (75.4%)
10	HV10526	REDDEN COURT SCHOOL	49	57 (86%)

CMS - Cases on hold

Rank	Employer No	Employer Name	Awaiting Employer	# of Actives
1	HV10500	L.B.OF HAVERING	126	4,588 (2.7%)
2	HV10523	HALL MEAD SCHOOL	5	85 (5.9%)
3	HV10542	PYRGO PRIORY PRIMARY SCHOOL	3	71 (4.2%)
4	HV10503	FRANCES BARDSLEY ACADEMY	2	72 (2.8%)
5	HV10524	ST EDWARDS SNR ACADEMY	2	38 (5.3%)
6	HV10534	DRAPERS BROOKSIDE JNR SCHOOL	2	33 (6.1%)
7	HV10545	DRAPERS MAYLANDS	2	22 (9.1%)
8	HV10546	RAVENSBOURNE ACADEMY	2	61 (3.3%)
9	HV10502	ABBS CROSS SCHOOL	1	33 (3%)
10	HV10516	SLM COMMUNITY LEISURE C T	1	41 (2.4%)

Elapsed Days

Rank	Employer No	Employer Name	Active to Deferred	# of Actives
1	HV10542	PYRGO PRIORY PRIMARY SCHOOL	161	71
2	HV10534	DRAPERS BROOKSIDE JNR SCHOOL	159	33
3	HV10538	BREYER GROUP VOIDS	151	1
4	HV10545	DRAPERS MAYLANDS	143	22
5	HV10524	ST EDWARDS SNR ACADEMY	111	38
6	HV10500	L.B.OF HAVERING	110	4,588
7	HV10522	CAMPION SCHOOL	66	73
8	HV10503	FRANCES BARDSLEY ACADEMY	21	72
9	HV10539	RISE PARK INFANT ACADEMY	21	40
10	HV10519	THE CHAFFORD SCHOOL	9	43

Rank	Employer No	Employer Name	Active to Pensioner	# of Actives
1	HV10500	L.B.OF HAVERING	83	4,588
2	HV10523	HALL MEAD SCHOOL	16	85
3	HV10553	ROYAL LIBERTY ACADEMY	5	44
4				
5				
6				
7				
8				
9				
10				

Retirement Survey Scores (out of 5)

Rank	Employer No	Employer Name	Ave Score	Surveys Taken	# of Actives
1	HV10507	SACRED HEART OF MARY	2.0	1	50
2	HV10524	ST EDWARDS SNR ACADEMY	2.0	1	38
3	HV10500	L.B.OF HAVERING	4.0	43	4,588
4	HV10504	SIXTH FORM COLLEGE	4.0	2	0
5	HV10502	ABBS CROSS SCHOOL	5.0	1	33
6	HV10516	SLM COMMUNITY LEISURE C T	5.0	3	41
7	HV10539	RISE PARK INFANT ACADEMY	5.0	1	40
8	HV10552	MARSHALLS PARK ACADEMY	5.0	1	47
9					
10					

Rank	Employer No	Employer Name	Surveys Taken	Ave Score	# of Actives
1	HV10500	L.B.OF HAVERING	43	4	4,588
2	HV10516	SLM COMMUNITY LEISURE C T	3	5	41
3	HV10504	SIXTH FORM COLLEGE	2	4	0
4	HV10502	ABBS CROSS SCHOOL	1	5	33
5	HV10507	SACRED HEART OF MARY	1	2	50
6	HV10524	ST EDWARDS SNR ACADEMY	1	2	38
7	HV10539	RISE PARK INFANT ACADEMY	1	5	40
8	HV10552	MARSHALLS PARK ACADEMY	1	5	47
9					
10					

Missing Leaver Forms

Missing Forms - The total number of members who currently sit as active on our systems and we are aware that this member has since ceased paying into the LGPS.

% of actives - The percentage of missing leaver forms against active membership

Altair Data - Active members only

Missing E-mails - Total number of e-mails missing on our systems for members currently paying into the LGPS

Missing Nom Form - Total number of members paying into the LGPS who haven't submitted a death nomination form

Missing Addresses - Total number of members paying into the LGPS who we do not have a home address for

Missing Tel No. - Total number of members paying into the LGPS who we do not have a telephone number for

CMS Cases on hold

Awaiting Employer - Total number of cases LPPA are awaiting a response back from the employer

Elapsed Days

Active to Deferred - The average number of working days between LPPA being informed the member is a leaver to 31st September for those members who LPPA are currently awaiting a reply from the employer

Active to Pensioner - The average number of working days between LPPA being informed the member is retiring to 31st September for those members who LPPA are currently awaiting a reply from the employer/member

Survey Scores

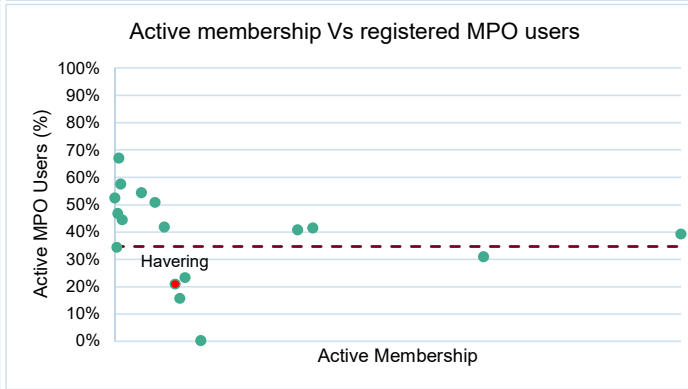
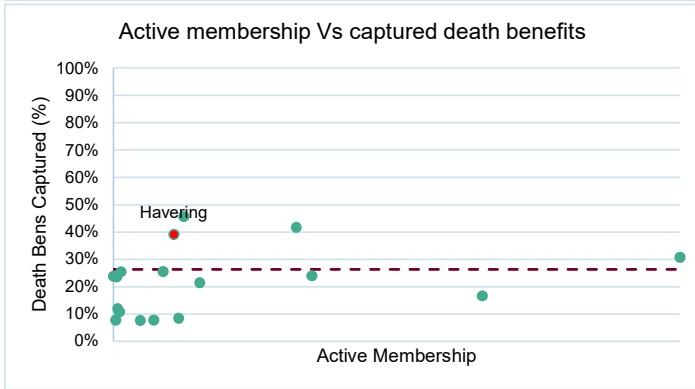
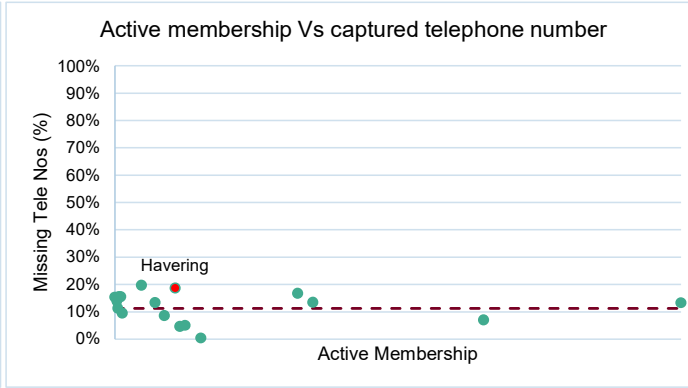
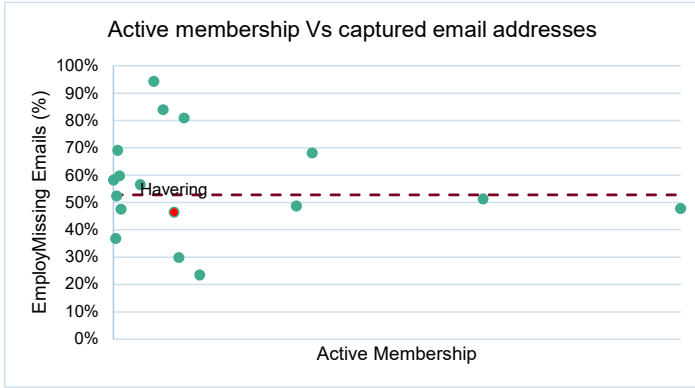
Table 1 - Top 10 worst performing employers based on the members retirement survey scores, number of surveys taken and the number of members paying into the LGPS

Table 2 - Top 10 employers who have had the most retirement survey scores taken, their average members retirement survey score and the number of members paying into the LGPS

How do you compare to others administered by LPPA?

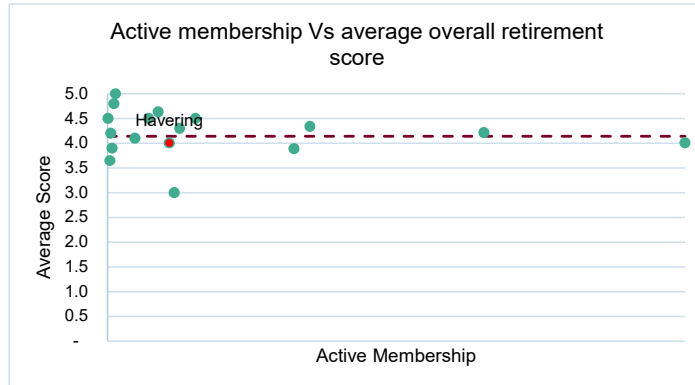
Member data

The graphs below detail the % of members registered for MPO and the amount of personal contact data held for members. This is shown as a comparison against the other funds administered.



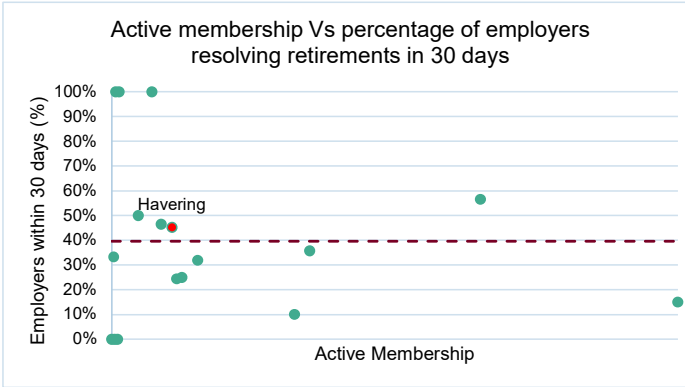
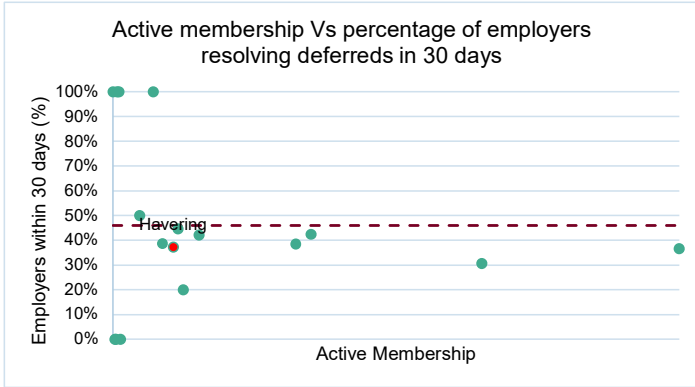
Satisfaction Scores

The graph(s) below detail the satisfaction score of members who have completed the retirement process. This is shown as a comparison against the other funds administered.



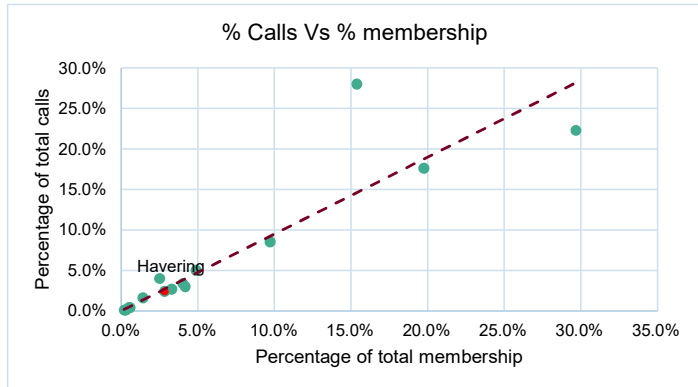
Elapsed Time

The graphs below detail the percentage of employers, of your fund, who process a leaver within 30 days. This is shown as a comparison against the other funds administered.



Call Volumes

The graph below details what % of helpdesk calls relate to the Havering Pension Fund. This is compared against Havering Pension Fund's proportion of total members administered by LPPA.



Notes:

Each scatter chart that appears in this report contain individual points and a dotted red line.

The dotted red line represents the combined client performance and the individual points represents a different client that LPPA administers.

The single red point indicates where you sit when being compared to each of the other clients.

LPP

Local Pensions Partnership