

LOCAL PENSIONS PARTNERSHIP

RISK & COMPLIANCE REPORT

Havering LG

JANET MORVILLE-SMITH
6th January 2021

LPP
Local Pensions Partnership
Administration

CONTENT



Compliance Updates

Relevant to the Client during the reporting month.



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.

COMPLIANCE UPDATES



LPPA submitted its response to HM Treasury's consultation on GMP Indexation.

EXECUTIVE SUMMARY

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



In December 2020 2 complaints have been received, compared to 1 complaint in November, and 1 in October.



Nil breaches occurred in December 2020.



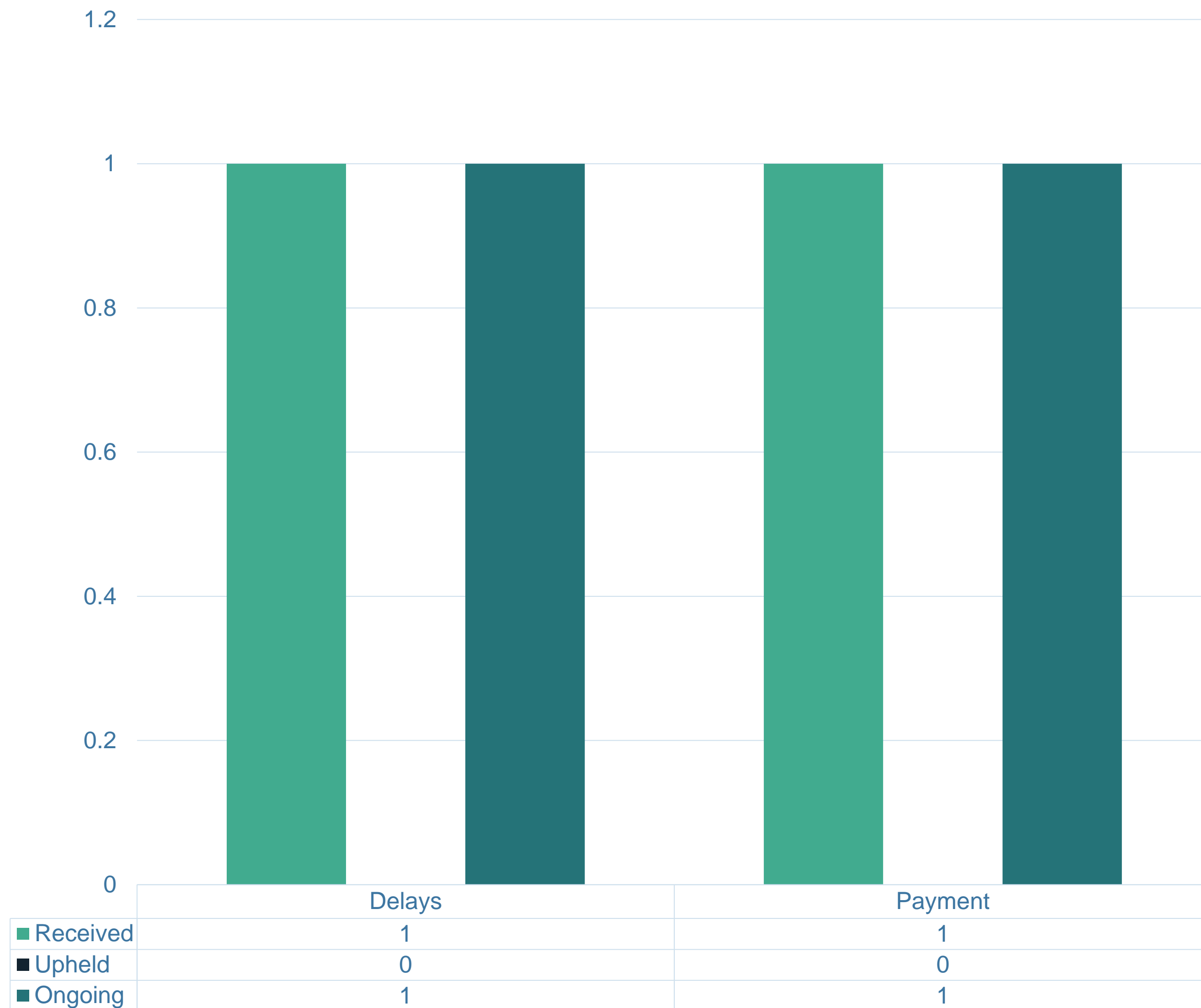
There are no incidents to report this month.



There are risks or issues to report this month.



COMPLAINTS



Upheld includes Partially Upheld cases

Commentary:

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

The reasons for the complaints was:

Payments:	General Service:	Delays:
1 member unhappy pension not paid in December		1 member unhappy with delay on retirement as leavers documents were not provided



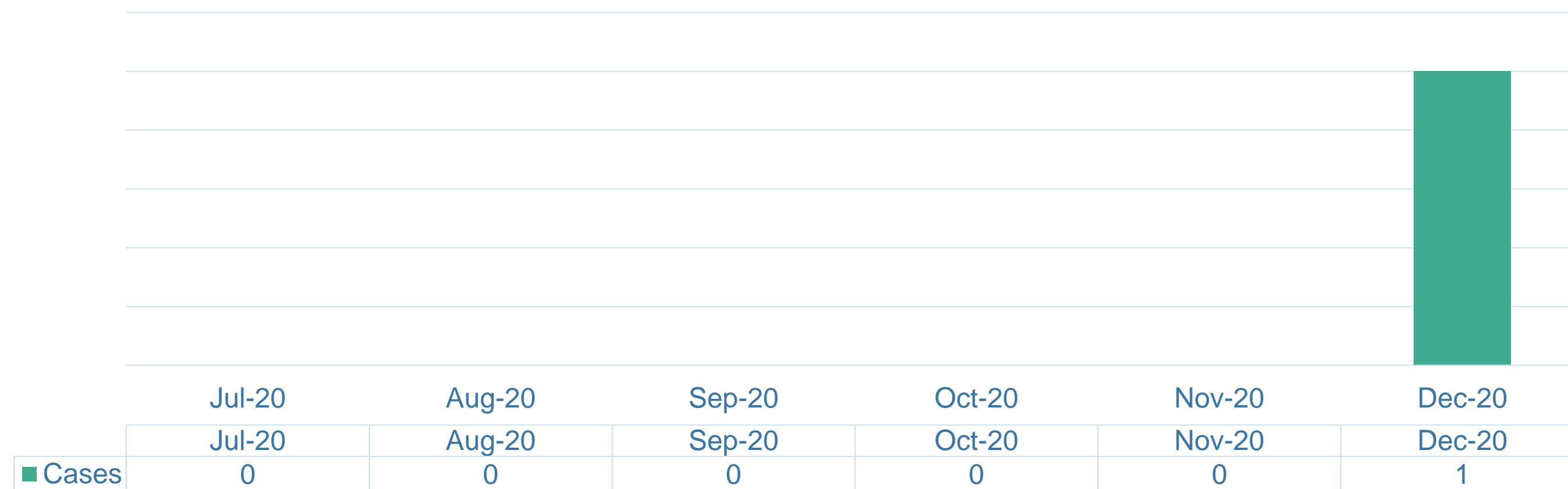
RISKS / ISSUES

Commentary:

Pension Transfer mis-selling has become the next target for Claims Management Companies. They are trying to pursue companies who processed pension transfers, going back to 2012 (and possibly earlier), where the transfer money was paid out to, what now transpires to be, an unauthorised Scheme.

Pension Scams and Pension Liberation were rife in the early 2000's and as those who followed the advice of the scammers now approach retirement, they are finding that they have no pension fund.

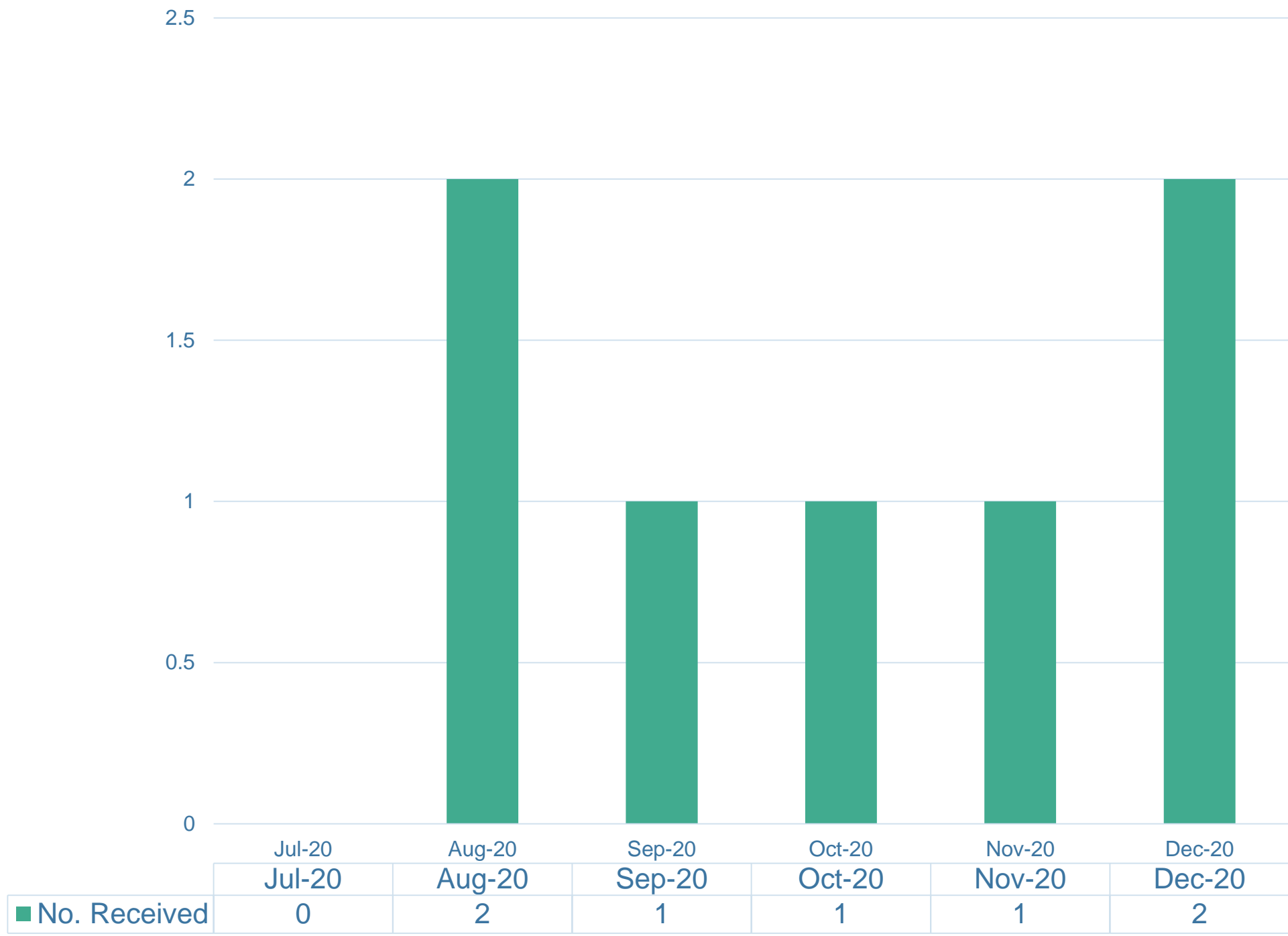
Cases Received



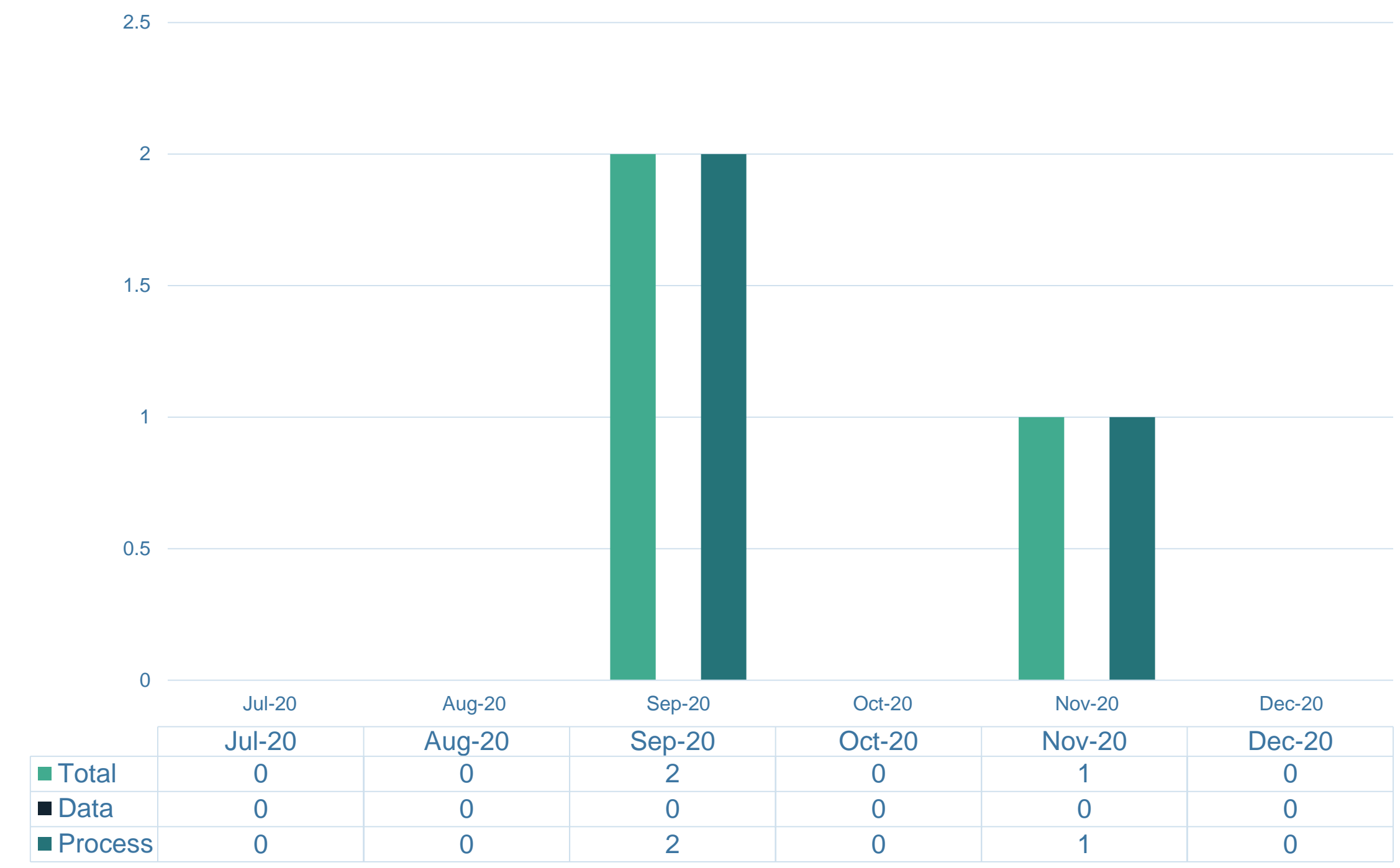
TRENDS



Complaints – No. Received



Breaches – No. Received



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