

Local Pension Board – Supplementary Performance Information

18th March 2021

Purpose of paper

The London Borough of Havering Local Pensions Board (LPB) receive standardised quarterly performance data produced by LPPA. We understand that the Board would like greater transparency around the following areas:

1. The elapsed time of cases which are currently on hold, pending receipt of further information from a third party; and
2. A high-level overview of the 'reason' a case may be on hold.

This report provides an overview of items 1 & 2 for discussion with the Board.

Elapsed time of current cases on hold (item 1)

The table below gives an overview of the number of cases currently on hold and the elapsed time of each as at 18th March 2021. Please note that a case on hold is one which has had action taken by LPPA, but that is now awaiting further information from a 3rd party to finalise processing. In section 4, we look at the breakdown of 'reasons' why a case is currently be on hold.

LPPA will continue to proactively review the oldest cases identified in the table below.

Case Type	< 1 month	1-3 months	3-6 months	7-9 months	10-11 months	> 1 year	Grand Total
New Joiners	2	3	0	0	0	0	5
Aggregation	9	5	9	8	1		32
General Correspondence	1		1	0	0	0	2
Bereavements	14	22	73	2	3	13	127
Deferred benefits	15	12	13	4	1	12	57
Estimates - member	0	1	1	0	0	0	2
Refunds	4	6	1	3	1	5	20
Deferred into payment	19	19	16	0	3	1	58
Retirements	7	5	4	4	2	2	24
Transfers in	17	13	11	12	9	16	78
Transfers out	9	3	11	1	1	1	26
Grand Total	97	89	140	34	21	50	431

On hold `reasons' (item 2)

The table below provides a high-level overview of the reasons why cases are currently on hold. These cases are where LPPA has taken action and in order to progress the case we are waiting for further information and/or a response from a 3rd party as per the breakdown below.

Case Type	Awaiting a Pending Leaver/Transfer	Awaiting Aggregation	Awaiting AVC provider	Awaiting death certificate	Awaiting employer / client	Awaiting former / new scheme	Awaiting HMRC	Awaiting member / beneficiary	Grand Total
New Joiners	0	0	0	0	5	0	0	0	5
Aggregation	6	11	0	0	4	0	0	11	32
General Correspondence	0	0	0	0	2	0	0	0	2
Bereavements	0	0	0	48	8	0	1	70	127
Deferred benefits	2	7	0	0	44	0	0	4	57
Estimates - member	0	2	0	0	0	0	0	0	2
Refunds	4	3	0	0	13	0	0	0	20
Deferred into payment	0	0	0	0	1	0	1	56	58
Retirements	0	0	1	0	7	0	0	16	24
Transfers in	7	0	0	0	13	38	0	20	78
Transfers out	5	1	0	0	6	10	1	3	26
Grand Total	24	24	1	48	103	48	3	180	431