

LPP

Local Pensions Partnership
Administration



Havering Pension Fund

Employer Performance

1st October – 31st December 2020

Contents

Risk Dashboard

Page 3

Risk Metrics

Page 4

Service Dashboard

Pages 5

Service Metrics

Pages 6 & 7

Notes

Page 8



Risk Dashboard

Overall Risk - Employer ranking

Top 20 lowest performing Employers in Fund						
Rank	Employer No	Employer Name	Nov	Dec	Months in List	# of Actives
1	HV10534	DRAPERS BROOKSIDE JNR SCHOOL	12.0	21.4	2	32
2	HV10516	SLM COMMUNITY LEISURE C T	11.0	19.1	2	40
3	HV10524	ST EDWARDS SNR ACADEMY	9.4	18.6	2	38
4	HV10500	L.B.OF HAVERING	19.4	18.3	2	4,586
5	HV10523	HALL MEAD SCHOOL	17.9	17.9	2	82
6	HV10542	PYRGO PRIORY PRIMARY SCHOOL	18.3	17.9	2	70
7	HV10546	RAVENSBOURNE ACADEMY	17.9	17.1	2	61
8	HV10533	BOWER PARK ACADEMY	6.6	16.1	1	47
9	HV10519	THE CHAFFORD SCHOOL	15.3	15.9	2	42
10	HV10527	THE ROYAL LIBERTY SCHOOL	3.9	15.6	1	2
11	HV10539	RISE PARK INFANT ACADEMY	14.9	14.6	2	40
12	HV10502	ABBS CROSS SCHOOL	13.6	13.7	2	33
13	HV10545	DRAPERS MAYLANDS	14.7	13.1	2	21
14	HV10572	CATERLINK (DAME TIPPING)	1.0	12.0	1	1
15	HV10571	CATERLINK (FRACES BARDSLEY)	1.0	11.7	1	5
16	HV10570	HARRISON CATERING (GAYNESS)	1.0	11.6	1	1
17	HV10522	CAMPION SCHOOL	17.9	10.6	2	72
18	HV10565	LEWIS AND GRAVES PARTNR LTD	1.0	10.6	1	6
19	HV10529	THE ALBANY SCHOOL	1.9	10.4	1	56
20	HV10550	CONCORDIA ACADEMY	1.0	10.1	1	17

Overall Risk - Employer Ranking

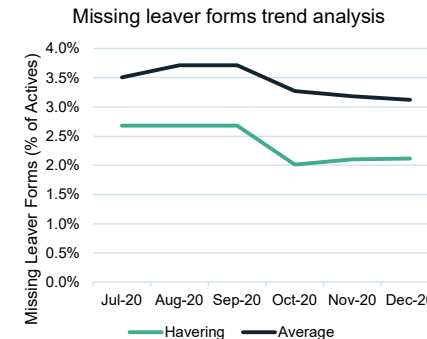
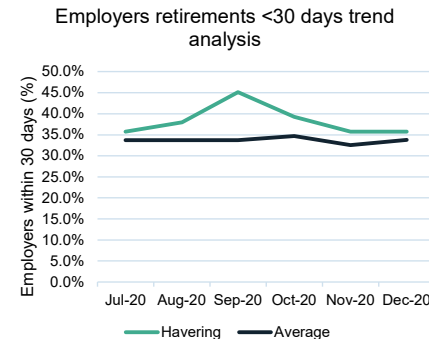
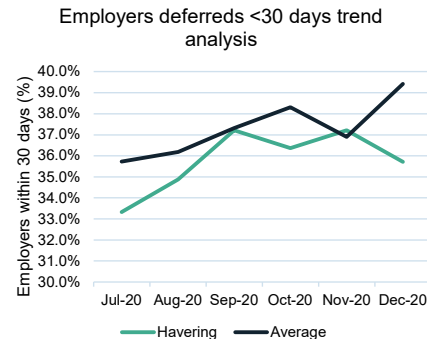
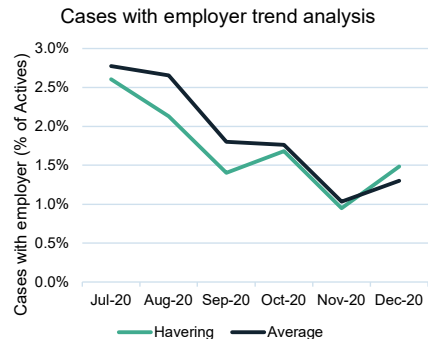
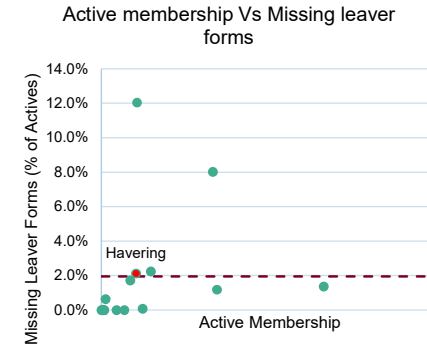
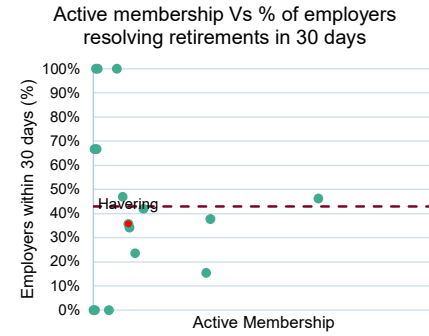
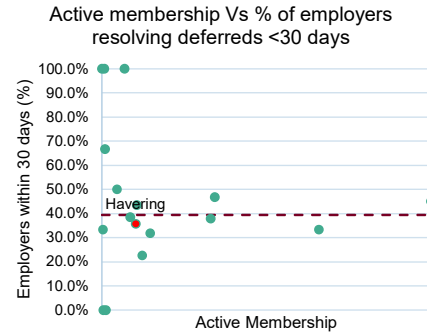
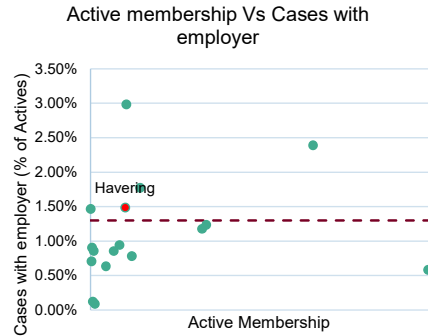
Each employer is ranked against all employers in the fund for the following metrics:

- Cases with the employer
- Total number of days cases have been with the employer
- Elapsed days active to deferred
- Elapsed days active to pensioner
- Elapsed days active to death
- Oldest case ongoing
- Number of cases over 1 year

These individual ranks are then averaged to produce an overall ranking figure and the top 20 lowest performing employers are listed.

The previous monthly score is also presented to show any significant movers within the current top 20 tables.

Please refer to the quarterly administration report for engagement activity



Risk Metrics

Cases with Employer

Rank	Employer No	Employer Name	Nov	Dec	# of Actives
1	HV10500	L.B.OF HAVERING	46	62	4,586 (1.4%)
2	HV10516	SLM COMMUNITY LEISURE C T	0	4	40 (10%)
3	HV10523	HALL MEAD SCHOOL	2	4	82 (4.9%)
4	HV10550	CONCORDIA ACADEMY	0	4	17 (23.5%)
5	HV10502	ABBS CROSS SCHOOL	1	2	33 (6.1%)
6	HV10527	THE ROYAL LIBERTY SCHOOL	0	2	2 (100%)
7	HV10529	THE ALBANY SCHOOL	0	2	56 (3.6%)
8	HV10533	BOWER PARK ACADEMY	0	2	47 (4.3%)
9	HV10539	RISE PARK INFANT ACADEMY	1	2	40 (5%)
10	HV10519	THE CHAFFORD SCHOOL	1	1	42 (2.4%)

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

Elapsed Days - Active to Pensioner

Rank	Employer No	Employer Name	Nov	Dec	# of Actives
1	HV10560	HARRISON CATERING	416	416	1
2	HV10525	EMERSON PARK SCHOOL	395	395	53
3	HV10542	PYRGO PRIORY PRIMARY SCHOOL	182	182	70
4	HV10546	RAVENSBOURNE ACADEMY	151	151	61
5	HV10534	DRAPERS BROOKSIDE JNR SCHOOL	80	80	32
6	HV10519	THE CHAFFORD SCHOOL	73	73	42
7	HV10524	ST EDWARDS SNR ACADEMY	55	55	38
8	HV10552	MARSHALLS PARK ACADEMY	52	52	47
9	HV10539	RISE PARK INFANT ACADEMY	53	48	40
10	HV10533	BOWER PARK ACADEMY	23	45	47

The average number of working days between LPPA being informed the Member is retiring to 31st December for those Members who LPPA are currently awaiting a reply from the Employer/Member

Elapsed Days - Active to Deferred

Rank	Employer No	Employer Name	Nov	Dec	# of Actives
1	HV10527	THE ROYAL LIBERTY SCHOOL	0	255	2
2	HV10534	DRAPERS BROOKSIDE JNR SCHOOL	0	210	32
3	HV10524	ST EDWARDS SNR ACADEMY	0	165	38
4	HV10500	L.B.OF HAVERING	107	89	4,586
5	HV10523	HALL MEAD SCHOOL	40	60	82
6	HV10502	ABBS CROSS SCHOOL	35	55	33
7	HV10519	THE CHAFFORD SCHOOL	36	54	42
8	HV10529	THE ALBANY SCHOOL	0	39	56
9	HV10516	SLM COMMUNITY LEISURE C T	0	19	40
10					

The average number of working days between LPPA being informed the Member is a leaver to 31st December for those Members who LPPA are currently awaiting a reply from the Employer

Missing Leavers Forms

Rank	Employer No	Employer Name	Nov	Dec	# of Actives
1	HV10500	L.B.OF HAVERING	40	40	4,586 (0.9%)
2	HV10559	HARROW LODGE PRIMARY SCHOOL	21	22	58 (37.9%)
3	HV10529	THE ALBANY SCHOOL	18	15	56 (26.8%)
4	HV10552	MARSHALLS PARK ACADEMY	1	8	47 (17%)
5	HV10546	RAVENSBOURNE ACADEMY	3	6	61 (9.8%)
6	HV10550	CONCORDIA ACADEMY	7	6	17 (35.3%)
7	HV10543	DYCORDS SCHOOL	5	5	68 (7.4%)
8	HV10545	DRAPERS MAYLANDS	6	5	21 (23.8%)
9	HV10542	PYRGO PRIORY PRIMARY SCHOOL	5	4	70 (5.7%)
10	HV10547	DRAPERS BROOKSIDE INFANTS	5	4	36 (11.1%)

Rank	Employer No	Employer Name	Nov	Dec	# of Actives
1	HV10559	HARROW LODGE PRIMARY SCHOOL	36%	38%	58
2	HV10550	CONCORDIA ACADEMY	54%	35%	17
3	HV10565	LEWIS AND GRAVES PARTNR LTD	33%	33%	6
4	HV10529	THE ALBANY SCHOOL	32%	27%	56
5	HV10515	SLM FITNESS AND HEALTH LTD	25%	25%	4
6	HV10545	DRAPERS MAYLANDS	29%	24%	21
7	HV10568	DRAPERS MAT	20%	20%	5
8	HV10552	MARSHALLS PARK ACADEMY	2%	17%	47
9	HV10561	GAYNES ACADEMY	16%	16%	19
10	HV10547	DRAPERS BROOKSIDE INFANTS	14%	11%	36

The total number of Members who currently sit as active on our systems and we are aware that these Members have since ceased paying into the LGPS.

Please note: Those Employers with a high percentage of missing leavers (regardless of size of Employer) will have significant actuarial implications. This table was incorporated as to identify any potential cessation valuations as well as significant Employer contribution rate increases at the next triennial valuation.

FRS17/IAS19 reports would also be impacted if there were a large number of missing leavers identified.

Service Dashboard

Overall service - Employer ranking

Top 20 lowest performing Employers in Fund						
Rank	Employer No	Employer Name	Nov	Dec	Months in List	# of Actives
1	HV10572	CATERLINK (DAME TIPPING)	25.2	24.8	2	1
2	HV10550	CONCORDIA ACADEMY	23.0	23.0	2	17
3	HV10500	L.B.OF HAVERING	22.0	21.3	2	4,586
4	HV10543	DYCORTS SCHOOL	22.2	21.2	2	68
5	HV10515	SLM FITNESS AND HEALTH LTD	21.0	20.5	2	4
6	HV10522	CAMPION SCHOOL	20.2	19.7	2	72
7	HV10546	RAVENSBOURNE ACADEMY	19.3	18.7	2	61
8	HV10540	RISE PARK JUNIOR ACADEMY	18.8	18.5	2	42
9	HV10519	THE CHAFFORD SCHOOL	18.8	18.3	2	42
10	HV10523	HALL MEAD SCHOOL	18.2	18.0	2	82
11	HV10535	LANGTONS JUNIOR ACADEMY	18.7	18.0	2	35
12	HV10524	ST EDWARDS SNR ACADEMY	18.7	17.8	2	38
13	HV10563	SANDERS ACADEMY	15.2	17.5	1	36
14	HV10545	DRAPERS MAYLANDS	17.3	17.0	2	21
15	HV10555	SCARGILL INFANT ACADEMY	16.8	16.8	2	25
16	HV10562	HACTON ACADEMY	16.8	16.8	2	59
17	HV10534	DRAPERS BROOKSIDE JNR SCHOOL	17.2	16.7	2	32
18	HV10536	OASIS ACADEMY PINEWOOD	16.7	16.5	2	42
19	HV10561	GAYNES ACADEMY	16.5	16.2	2	19
20	HV10554	ACCENT CATERING	16.2	15.8	2	5

Overall Service - Employer Ranking

Each employer is ranked against all employers in the fund for the following metrics:

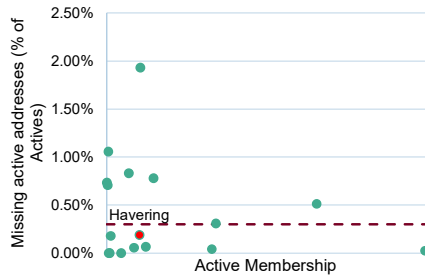
- Missing email addresses
- Missing addresses
- Missing death nomination forms
- Missing telephone numbers
- Average retirement survey score
- Average estimate survey score

These individual ranks are then averaged to produce an overall ranking figure and the top 20 lowest performing employers are listed.

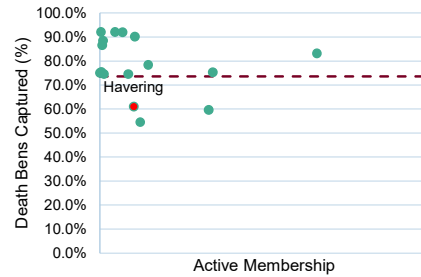
The previous monthly score is also presented to show any significant movers within the current top 20 tables.

Please refer to the quarterly administration report for engagement activity.

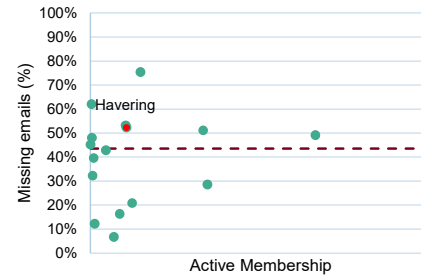
Active membership Vs missing active addresses



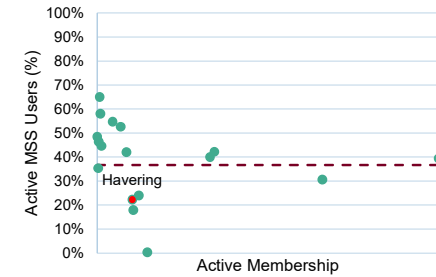
Active membership Vs missing death nomination forms



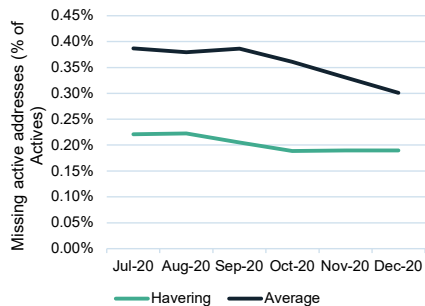
Active membership vs missing email addresses



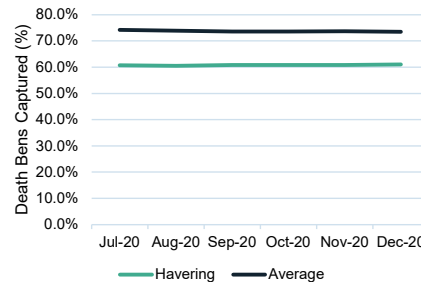
Active membership Vs registered MPO users



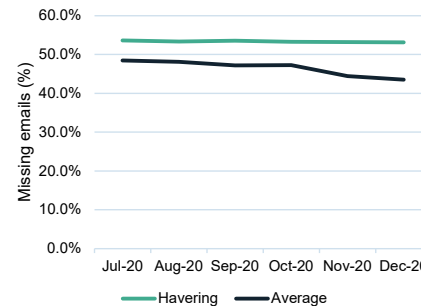
Missing address trend analysis



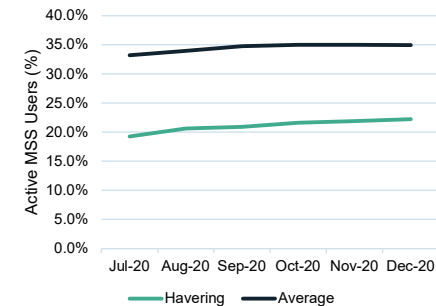
Missing death nomination forms trend analysis



Missing e-mails trend analysis



MPO users trend analysis



Service Metrics

Missing addresses

Rank	Employer No	Employer Name	Nov	Dec	# of Actives
1	HV10500	L.B.OF HAVERING	9	9	4,586 (0.2%)
2	HV10522	CAMPION SCHOOL	2	2	72 (2.8%)
3	HV10523	HALL MEAD SCHOOL	1	1	82 (1.2%)

Missing addresses is a key pension regulator common data fail and regular reports are compiled by LPPA and Employers chased to obtain this missing information.

Missing death nomination forms

Rank	Employer No	Employer Name	Nov	Dec	# of Actives
1	HV10500	L.B.OF HAVERING	2,759	2,761	4,586 (60.2%)
2	HV10543	DYCOROTS SCHOOL	59	58	68 (85.3%)
3	HV10562	HACTON ACADEMY	45	46	59 (78%)
4	HV10546	RAVENSBOURNE ACADEMY	45	45	61 (73.8%)
5	HV10542	PYRGO PRIORY PRIMARY SCHOOL	44	44	70 (62.9%)
6	HV10522	CAMPION SCHOOL	42	42	72 (58.3%)
7	HV10559	HARROW LODGE PRIMARY SCHOOL	42	42	58 (72.4%)
8	HV10529	THE ALBANY SCHOOL	38	38	56 (67.9%)
9	HV10523	HALL MEAD SCHOOL	38	37	82 (45.1%)
10	HV10526	REDDEN COURT SCHOOL	32	33	59 (55.9%)

Recording death nomination forms streamlines the process should the worst happen to a Member. This information can also be used by the actuaries to more accurately calculate the scheme liabilities.

Missing e-mail addresses

Rank	Employer No	Employer Name	Nov	Dec	# of Actives
1	HV10500	L.B.OF HAVERING	2,378	2,378	4,586 (51.9%)
2	HV10542	PYRGO PRIORY PRIMARY SCHOOL	56	56	70 (80%)
3	HV10523	HALL MEAD SCHOOL	50	49	82 (59.8%)
4	HV10522	CAMPION SCHOOL	48	48	72 (66.7%)
5	HV10526	REDDEN COURT SCHOOL	42	43	59 (72.9%)
6	HV10562	HACTON ACADEMY	40	41	59 (69.5%)
7	HV10521	THE BRITTONS ACADEMY	39	39	62 (62.9%)
8	HV10525	EMERSON PARK SCHOOL	39	38	53 (71.7%)
9	HV10507	SACRED HEART OF MARY	36	37	54 (68.5%)
10	HV10529	THE ALBANY SCHOOL	37	37	56 (66.1%)

Email communication is LPPA's preferred method of Member communication (unless they have opted out of e-communications). All Members are able to register for and get access to My Pension Online, if they have a valid email address

Registered MPO users

Rank	Employer No	Employer Name	Nov	Dec	# of Actives
1	HV10500	L.B.OF HAVERING	1,038	1,056	4,586 (23%)
2	HV10523	HALL MEAD SCHOOL	29	28	82 (34.1%)
3	HV10522	CAMPION SCHOOL	22	22	72 (30.6%)
4	HV10516	SLM COMMUNITY LEISURE C T	18	19	40 (47.5%)
5	HV10506	COOPERS COBORN	18	18	51 (35.3%)
6	HV10503	FRANCES BARDSLEY ACADEMY	16	17	68 (25%)
7	HV10546	RAVENSBOURNE ACADEMY	16	16	61 (26.2%)
8	HV10529	THE ALBANY SCHOOL	13	13	56 (23.2%)
9	HV10533	BOWER PARK ACADEMY	13	13	47 (27.7%)
10	HV10521	THE BRITTONS ACADEMY	13	12	62 (19.4%)

MPO access is strongly advised as this gives the Members the ability to keep their records up to date, view benefit statements, submit death nominations and calculate estimates.

Retirement Survey Scores (out of 5)

Rank	Employer No	Employer Name	Ave Score	Surveys Taken	# of Actives
1	HV10524	ST EDWARDS SNR ACADEMY	2.0	1	38
2	HV10503	FRANCES BARDSLEY ACADEMY	4.0	2	68
3	HV10563	SANDERS ACADEMY	4.0	1	36
4	HV10504	SIXTH FORM COLLEGE	4.0	2	0
5	HV10500	L.B.OF HAVERING	4.2	44	4,586
6	HV10502	ABBS CROSS SCHOOL	5.0	1	33
7	HV10516	SLM COMMUNITY LEISURE C T	5.0	3	40
8	HV10529	THE ALBANY SCHOOL	5.0	1	56
9	HV10539	RISE PARK INFANT ACADEMY	5.0	1	40
10	HV10540	RISE PARK JUNIOR ACADEMY	5.0	1	42

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

Active membership Vs average overall retirement score



Service Metrics

Estimate Survey Scores (out of 5)

Rank	Employer No	Employer Name	Ave Score	Surveys Taken	# of Actives
1	HV10500	L.B.OF HAVERING	2.5	2	4,586
2	HV10507	SACRED HEART OF MARY	4.0	1	54
3	HV10520	DRAPERS ACADEMY	5.0	1	39
4	HV10563	SANDERS ACADEMY	5.0	1	36
5					
6					
7					
8					
9					
10					

Top 4 worst performing Employers based on the Members estimate survey scores, number of surveys taken and the number of Members paying into the LGPS

Call Volumes

This chart details what % of helpdesk calls relate to the Havering Fund. This is compared against Havering's proportion of total Members administered by LPPA.

Tables pertaining to individual Employers can not be derived from the source data as callers are only required to identify the Fund they are employed by and not their individual Employer

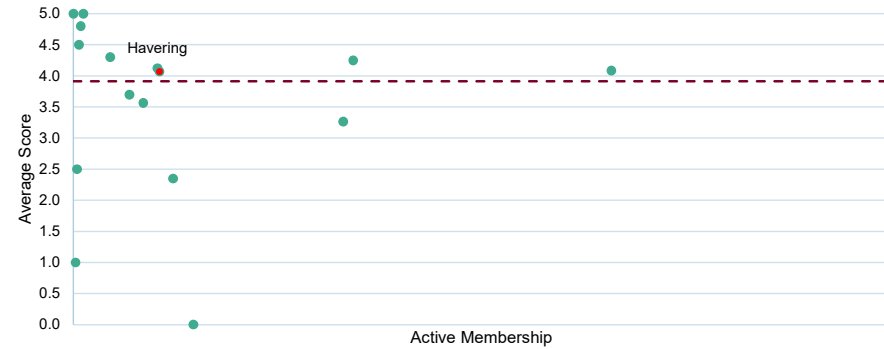
Notes:

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

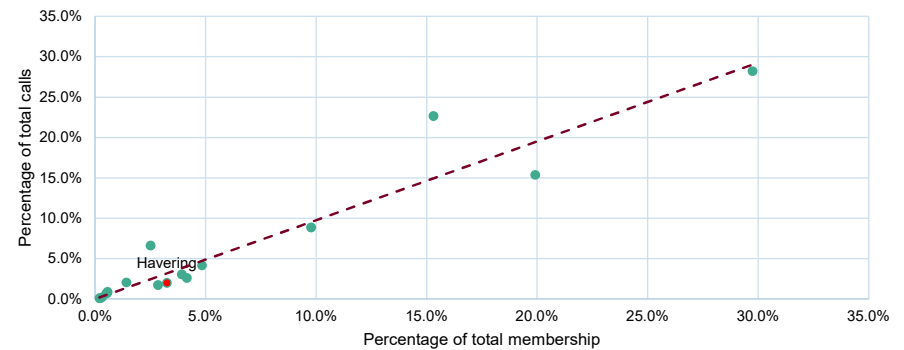
The dotted red line represents the combined Client performance and the individual points represents a different Client that LPPA administers.

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

Active membership Vs average overall estimate score



% Calls Vs % membership



Risk Dashboard

Overall Risk - Employer Ranking - See detailed notes on page 4

Cases with Employer - Percentage derived by dividing the total number of cases with the Employer by the number of active Members

% of Employers resolving deferreds < 30 days - Average number of days it takes for resolving a deferred case for each employer then the percentage of employers who have an average of under 30 days.

% of Employers resolving retirements < 30 days - Average number of days it takes for resolving a retirement case for each employer then the percentage of employers who have an average of under 30 days.

Missing Leaver Forms - The percentage of missing leaver forms against active membership

Risk Metrics

Cases with Employer - The top 10 Employers in your Fund based on the number of cases currently with the Employer to respond to LPPA

Active to Deferred - The top 10 Employers in your Fund based on the average number of working days between LPPA being informed the member is a leaving employment to the completion of the case.

Active to Pensioner - The top 10 Employers in your Fund based on the average number of working days between LPPA being informed the member is retiring to the completion of the case.

Missing Leaver Forms - The top 10 Employers in your Fund based on the total number of missing leaver forms and the percentage of active members

Service Dashboard

Overall Service - Employer Ranking - See detailed notes on page 6

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

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

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

MPO user - Total number of members paying into the LGPS who has access to My Pension Online

Service Metrics

Missing Addresses - The top 10 Employers in your Fund based on members paying into the LGPS who we do not have a home address for

Missing Nom Form - The top 10 Employers in your Fund based on members paying into the LGPS who haven't submitted a death nomination form

Missing E-mails - The top 10 Employers in your Fund based on e-mails missing on our systems for members currently paying into the LGPS

MPO user - The top 10 Employers in your Fund based on members paying into the LGPS who has access to My Pension Online

Retirement Survey - Top 10 Employers in your Fund based on the members retirement survey scores, number of surveys taken and the number of members paying into the LGPS

Estimate Survey - Top 10 Employers in your Fund based on the members estimate survey scores, number of surveys taken and the number of members paying into the LGPS

Call Volumes - See detailed notes on page 8

LPP

Local Pensions Partnership
Administration