



Havering
LONDON BOROUGH

Local Pensions Board

Subject Heading:

Pensions Administration Update

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SUMMARY

This report provides a summary of the performance of the Local Pensions Partnership during Quarter 2 of 2023/24 and key activities affecting the Havering Local Government Pension Scheme (LGPS).

RECOMMENDATION

That Board members note the report.

REPORT DETAIL

Havering Pension Fund Administration – LPPA Performance

From 1 November 2017, the London Borough of Havering delegated the pension administration service to Lancashire County Council who have engaged the Local Pensions Partnership Administration (LPPA) to undertake their pension portfolio. The Local Pensions Partnership was formed in 2016 through a collaboration between Lancashire County Council and the London Pensions Fund Authority and provides pension services to the Local Government Pension Scheme, Police and Firefighter Schemes.

LPPA provide a quarterly performance report attached as Appendix A.

Overall performance against SLAs is above the target 95% however performance has been impacted by a focus to clear cases that had already missed the SLA. Completion of cases against the SLAs in the quarter stood at 97.3% for July, 96.3% for August and 97.9% for September.

Looking at the 3 highest priority cases of retirements from active, retirements from deferred and deaths members should note the following:

Case Type	SLA Target	Brought Forward	Received in Period	Completed	Carried Forward	Completed on time
Retirement (Active)	5 working days	126	157	186	97	93%
Retirement (Deferred)	5 working days	143	175	194	124	97.1%
Deaths	5 working days	124	117	99	142	87.7%

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When looking at retirement satisfaction surveys, the results remain disappointing with a limited number of members responding. The table below provides the breakdown of the Q2 responses

Calendar Month	Satisfied	Neutral	Dissatisfied	Surveys Taken
July 23	11.1%	33.3%	55.6%	9
August 23	21.4%	0.0%	78.6%	14
September 23	33.3%	25.0%	41.7%	12

Only members returning a dissatisfied comment on the survey and general themes related to delays and the length of time taken to complete a case. Only 7 members left comments.

LPPA received 18 complaints during Q2. 17 cases were upheld where the complaint is justified due to errors or omissions in processing, 1 case was not upheld and no error or omission had been made. Enhanced complaint reporting and monitoring will be available for Q3.

Calls into the LPPA's helpdesk are now recorded at a client level with 976 calls being answered during the quarter. The majority of calls are answered in under 5 minutes with a small percentage having to wait over 15 minutes.

Helpdesk satisfaction levels are shown below:

Calendar Month	Satisfied	Neutral	Dissatisfied	Surveys Taken
July 23	57.1%	22.2%	33.3%	9
August 23	72.2%	11.1%	16.7%	18
September 23	62.5%	12.5%	25.0%	8

The report details the data quality and the Pension Regulator data scores for common and scheme specific data. This quarter has seen a drop in the scoring whilst the end of year processing is finalised. The scores are expected to improve over the coming months as the queries are resolved.

At the end of Q2 our common data score was 98.2% (previously 98.2%) and the scheme specific data score was 78.1% (previously 91.3%).

Legislation Update

The McCloud Remedy

The Regulations were laid on 8 September 2023, coming into force on 1 October 2023 to allow underpin protections to be extended to all members of the scheme who meet the relevant criteria.

LPPA are now working with their software provider, Civica, to ensure the system updates are working correctly to identify the affected members and calculate the benefits in line with the new Regulations. The update is expected to be available mid November.

DLUHC have issued an initial prioritisation policy for administrators that will be discussed by the McCloud guidance working group and consulted on, before a final version is issued early next year.