



Havering
LONDON BOROUGH

LOCAL PENSIONS BOARD

Subject Heading:

Pensions Administration Update

OMT Lead:

James Cocks
Assistant Director of Transactional People
Services

Report Author and contact details:

Caroline Guyon
Pensions Projects and Contracts Manager
caroline.guyon@havering.gov.uk
01708 4323185

Policy context:

Local Government Pension Scheme
Regulations 2013.

SUMMARY

This report reviews the performance of the Local Pensions Partnership Administration (LPPA) against the agreed service levels for the period October to December 2024.

It also provides an update on recent developments within the Local Government Pension Scheme (LGPS) regulatory environment.

RECOMMENDATIONS

It is recommended that members note the report.

REPORT DETAIL

1. Administration Update

- 1.1 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
- 1.2 LPPA provide a quarterly performance report attached as Appendix A.
- 1.3 LPPA introduced 3 year Efficiency and Service Improvement Plan that currently has 9 live projects, including the improvement of the monthly returns process and the member and employer portals. July saw the introduction of automated deferred retirement quotes, which enables deferred members to receive a retirement quote instantly via email. Work is underway to introduce similar functionality to active members. LPPA are also working in improving the portals for both members and employers and simplifying the monthly returns process.
- 1.4 Overall performance against SLA for Q3 is reported at 98.6%. The reported service is achieving results in excess of the required 95% target in all areas. Additional reports have been provided to enable independent monitoring of completed retirement cases by the Havering Pensions Team. There is an improvement in the time taken to complete a case from the point of first notification to conclusion.

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1.5 Looking at the 3 highest priority cases, Board 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	113	165	185	93	98.3%
Retirement (Deferred)	5 working days	57	114	111	60	98.1%
Deaths	5 working days	221	281	268	234	96.3%

1.6 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 Q3 responses:

	Surveys Issued	Surveys Taken	Satisfied	Neutral	Dissatisfied
Ret from Active	47	12	6	1	5
Ret from Deferred	46	10	6	0	4

1.7 LPPA received 7 complaints during Q3 and carried forward 4 complaints from Q2. Of the 7 cases completed in the quarter, 6 were upheld and 1 was withdrawn. 4 cases will carry forward to Q4.

1.8 Calls into the LPPA's contact centre are recorded at a client level with 880 calls being answered during the quarter. The average wait time for callers across the quarter was 2 minutes 40 seconds with 20 people having to wait more than 15 minutes.

1.9 Members are directed to the contact centre survey on the completion of their call. Satisfaction levels are shown below:

	Surveys Taken	Satisfied	Neutral	Dissatisfied
Contact Centre Overall	53	45	6	2
Contact Centre Agent	59	59	0	0

1.10 The report details the data quality and the Pension Regulator data scores for common and scheme specific data. At the end of Q3 our common data score was 97.5% (previously 97.6%) and the scheme specific data score was 90.6% (previously 89.4%). The work on the previously mentioned data project is also expected to improve the tPR data quality scores.

2. Fund Valuation

2.1 Work is underway to ensure all scheme employers are aware of the importance of good quality data ahead of the full Fund Valuation as at 31 March 2025.

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- 2.2 This includes having all monthly returns submitted to LPPA by 10 April 2025, the timely clearance of all outstanding queries and leaver forms and ensuring the contribution reconciliations to the Fund are up to date.
- 2.3 The deadline for the submission of the full Valuation data cut to the Fund Actuary, Hymans Robertson, is 1 August 2025. LPPA will provide the file to the Havering Pensions Team ahead of this date for review and approval.

3. Data Project

- 3.1 LPPA is partnering with Civica and Intellica to improve data quality.
- 3.2 All Havering data has been processed through a number of data validation checks and initial results have been shared with the Fund (attached as Appendix B). Resolutions will focus on areas of high priority, those being data that impacts on valuation, Pensions Dashboards and McCloud cases.
- 3.3 Initial findings confirm 87% of records are Pensions Dashboard ready and 97% of member records are McCloud ready
- 3.4 Data validation failures have been identified and work is underway to rectify the issues and prevent future occurrences. A quarterly progress report will be provided to the Fund.

IMPLICATIONS AND RISKS

Financial implications and risks:

The Administering Authority must ensure the Shared Service Agreement is working efficiently, providing value for money and meeting the statutory requirements of the Fund via the monitoring of the work of LPPA.

Legal implications and risks:

Havering as the Administering Authority must ensure the Local Government Pension Scheme Regulations are adhered to however there are no specific legal implications within the report.

Human Resources implications and risks:

There appear to be no HR implications or risks arising directly as a result of this report.

Equalities implications and risks:

The Public Sector Equality Duty (PSED) under section 149 of the Equality Act 2010 requires the Council, when exercising its functions, to have due regard to:

- (i) the need to eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Equality Act 2010;
- (ii) the need to advance equality of opportunity between persons who share protected characteristics and those who do not, and;

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- (iii) foster good relations between those who have protected characteristics and those who do not.

Note: 'Protected characteristics' are: age, sex, race, disability, sexual orientation, marriage and civil partnerships, religion or belief, pregnancy and maternity and gender reassignment.

The Council is committed to all of the above in the provision, procurement and commissioning of its services, and the employment of its workforce. In addition, the Council is also committed to improving the quality of life and wellbeing for all Havering residents in respect of socio-economics and health determinants. We will ensure that disabled people with sensory impairments are able to access the strategy.